

**CINDI M. KAUFMAN GILLILAND, Ph.D.**

September 16, 2019

Division of Behavioral and Organizational Sciences

Claremont Graduate University

Email: cindi.gilliland@cgu.edu

***EDUCATION:*** Ph.D., May, 1992. Major: Social Psychology  
Cognate: Telecommunications  
Michigan State University, East Lansing, MI

Master of Arts, August, 1989. Major: Psychology  
Michigan State University, East Lansing, MI

Bachelor of Arts, Magna Cum Laude, June, 1987.  
Major: Psychology  
Kalamazoo College, Kalamazoo, MI

***PROFESSIONAL EXPERIENCE:***

**Statement of teaching philosophy:**

I enjoy helping future leaders grow strong hearts and minds as well as develop the skills needed to lead positive and successful 21<sup>st</sup> century lives. During the past 30 years, I have taught over 15,000 University students, executives, and managers at 3 flagship state universities and now at Claremont Graduate University. I love to teach and I love to actively engage and empower my students, and this is why I have received numerous teaching awards at the departmental, college, and University levels. I am also a serial higher education intrapreneur who in has actively developed partnerships with organizations across all sectors to create and institutionalize integrative team projects, Minors, Certificates, clubs, and programs, all of which emphasize experiential learning and contributions to solving real-world problems.

In the disciplines of psychology and management, there are rarely absolutes, but instead many abstract and complex issues, so I encourage students to think broadly, to seek information eagerly but judiciously, and to consider multiple perspectives before making decisions. My classes, student clubs, programs, and projects are grounded in the findings of psychology and management research and are supported by living examples of organizations that develop a strong employee orientation and create an ethical, positive, inclusive culture as a strategic tool for success. I have actively cultivated partnerships with other academic units and organizations across all sectors because I believe strongly in learning from others, taking theories and ideas out of the textbook, and examining them critically and carefully before applying them to real-world issues. Students need opportunities to practice the skills they are learning and should receive feedback from varied stakeholders along the way in order to grow as leaders and as human beings. For this reason, I rarely rely upon lecture alone in the classroom or in the programs I create, but include many opportunities for students to reflect, discuss, debate, and to apply what they have learned, both in the classroom and in real-world settings.

**University Instruction and Administration:**

**Division of Behavioral and Organizational Sciences, Claremont Graduate University**

Clinical Full Professor of Human Resource Management (2019-present)

Director, Human Resource Management program (2019-present)

Courses taught:

Business Ethics (Spring, 2019)

Overview of Social Psychology (Fall, 2019)

Thriving in a Gendered Work World (Fall, 2019)

**Department of Management and Organizations, The Eller College of Management, The University of Arizona**

Professor of Practice (2013 – 2019),

Founder and Director, Eller Social Innovation (2014-2019),

Senior Lecturer (2002 – 2013),

Honors Faculty Fellow (2005 – 2009),

Eller Business Minor Program Coordinator (2001 – 2006), created, promoted, taught, supervised and coordinated other Minor instructors

Lecturer (2000 – 2002),

Adjunct Lecturer (1998 - 2000).

Courses taught in Undergraduate and MBA programs:

Training and Development

Men, Women, and Work

The Human Side of Organizations

Legal, Political, and Social Issues in Business

Organizational Behavior

Balancing Work and Life

Honors Thesis

Teams and Groups

Nonprofit Consulting

Integrative Leadership

Social Innovation in Organizations

Global Healthy Workplaces

**Psychology Department, Louisiana State University**

Adjunct Assistant Professor (1993 – 1995), Instructor (1992)

Introductory Psychology

Social Psychology

**Psychology Department, Southeastern Louisiana University**

Visiting Assistant Professor (1992 – 1993)

Introductory Psychology

Developmental Psychology

Social Psychology

**Psychology Department, Michigan State University**

Graduate Instructor (1989 – 1992)

Social Psychology

Senior Research Methods

**SERVICE:****Intramural Citizenship:**

- Founder and Director, Eller Social Innovation (ESI) program (2015-2019). ESI offers business and entrepreneurship education to social impact professionals and Eller/UA students. Programs and courses include:
  - Nonprofit Leadership Certificate
    - Cultivating Well-being and Ensuring Self Care: Keys to Thriving in the Non-Profit World
    - NextGen Leadership: Creating a Culture of Innovation, Trust and Empowerment
    - Using Lean Launch Principles to Measure Impact: How Do You Know Your Work is Making a Difference?
    - What Program Managers Need to Know About Accounting and Finance
  - Creating and Sustaining a Great Place to Work
  - Undergraduate Certificate in Social Innovation
    - Social Innovation in Organizations
    - Nonprofit Consulting
    - Nonprofit Management
    - Social Entrepreneurship
    - Eller Economic Development Small Business Consulting
  - Undergraduate Minor in Entrepreneurship with a Social Innovation Focus
  - Social Impact Summit conference, Ten West Festival. (2017-2018). Gave keynote, attended breakout sessions, served as Judge for Social Pitch Competition with \$25K in prizes.
- University of Arizona Faculty Fellow (2016-2019). Served as first-ever liaison to all 1200 student employees of the Student Unions. Organized and ran two Business Etiquette Dinners in Spring 2017 with 120+ in attendance. Faculty Fellow to Colonia de La Paz Residence Hall, (2017-2019). Created and participated in Residence Life programming, including educational, social, and volunteer events, including Cooking with the G's, Hunting Ground film and discussion, Diva de la Paz 2017, 2018
- Founder and Advisor (2009 – 2014) Arizona Refugee Connection. Major club accomplishments:
  - Co-created (with Tucson Public Libraries) and ran southern Arizona Tucson Refugee Healthcare Fair with over 3000 total attendees (2009-2011). ARC provided operations, event management, transportation, coordination of 19 translators in 7 languages, and assistance completing online job applications for

- refugee job-seekers. ARC also collected and distributed over 9000 diapers, hundreds of dental care products, and fair refreshment at each event.
- Other major ARC events included the Refugee Community Connections Fairs (2009-2011) and ARC's Day in the Park (2009-2010).
  - ARC's GiveBack KickBacks (2010-2013) raised over \$25,000 to drill a hand pump well and build a school in Abul, Sudan (75% of funds raised) and for local ARC projects (25%).
  - ARC teams partnered with refugee entrepreneurs to help develop marketing plans and accounting systems to launch medical transportation, translation, and child care businesses.
  - ARC teams collected and distributed over 75,000 school supplies and backpacks for refugee schoolchildren attending TUSD schools in 2009-2011. They also collaborated with the United Way to hold a Stuff the Bus school supplies drive in Fall 2011.
  - ARC partnered with Students in Free Enterprise to deliver 2-4 sets of World Work workshops per semester, in which over 150 refugee job seekers and 300 student partners developed interviewing, English, online job searching, and employability skills. (2008-2013).
- Faculty Advisor, MBA Consulting teams for Microsoft (Fall, 2018, Spring 2019). Student teams tasked with expanding employment pipelines for electricians and other trades working to build Microsoft Data Centers worldwide.
  - Faculty Advisor, Honors Program (2018-2019). Responsible for coordinating, supervising, and evaluating Senior Honors Thesis and First Year Honors projects for dozens of Pre-Business and Business Management majors.
  - Advisor, Wildcats CARE club (2014-2019). Student club members volunteer time in local animal shelters, engage in fundraising to offer shelters financial support, and provide animal welfare education to the campus community.
  - Judge, University of Arizona Sherrill Creative Teaching Award (Spring, 2019).
  - Judge, Social Innovation Competition, McGuire New Venture Development Innovation Expo (2018, 2019).
  - Judge, Social Impact Pitch Competition, Social Impact Summit (Fall, 2018).
  - Judge, University of Arizona Design Thinking Competition (2018).
  - Faculty Advisor, MBA Advanced Consulting team for Microsoft (Spring, 2018). Student team created evaluation tool for programs designed to increase enrollments of African-American and American Indian students in STEM fields in universities.
  - Co-Chair (2012-2015), Vice Chair (2009-2011), Member (2008-2009), The University of Arizona President's Advisory Council for LGBTQ Issues (2008 – 2019). Board acts as liaison between UA and Tucson LGBTQ community to provide policy advice to UA Presidents Robert Shelton, Gene Sanders, Ann Hart.
  - Member, Eller College Diversity and Inclusion Committee (2016-2018). Chair, Staff Recruiting Subcommittee (2017-2018).
  - Member, UA Campus Community Relations Committee (2016-2018).
  - Team Mentor, Hagan Financial, ENTR 485 (Fall, 2017).
  - Moderator, Corporate Social Responsibility Panel, McGuire Social Impact Summit, 10/16/17.
  - Judge, MGMT 310A Case Competition (Spring, 2016, Fall, 2017, Spring, 2018).

- Member, Promotion and Tenure Committee, Management and Organizations (2016-2017).
- Member, Undergraduate Studies Committee, Management and Organizations (2017-2019).
- Advisor, Loans Across Borders student club (2016).
- Speaker, ASUA Senate, “The Eller Experience,” 2/7/2018
- Speaker, Students Consulting for Nonprofit Organizations, “Nonprofit Consulting: Tips of the Trade,” 9/18/17.
- Speaker, Professional Women in Business Association, “Five lessons learned in 30 years,” 3/21/2017.
- Guest Lecturer, SABIC program. “Creating Customer Value through Business Functions,” Fall, 2016.
- Judge, Organizational Behavior Case Competition (Spring, 2016, Spring, 2017).
- Member, Lecturer Status Committee, Business Communications Program (Spring, 2016).
- Advisor, MBA Net Impact Club, Social Venture Partners and Tucson Youth Development (2014-2015).
- Speaker, Delta Sigma Pi, “Playing Office Politics,” (Fall, 2014).
- Affiliated Faculty, UA Institute for LGBTQ Studies (2012 – 2019)
- Member, UA Sherrill Creative Teaching Award Committee (2013).
- “Life Past Eller for Working Women,” talk given to Professional Women in Business Association, 3/22/2016
- “Developing Executive Presence,” talk given to Professional Women in Business Association, 3/8/2016
- “Maximize Your Resume,” talk given to Eller’s Future Business Leaders of America, 10/29/2013
- Panel member, Crisis Communication Simulation, Eller MBA program.
- “Inclusive Teaching Methodology,” talk given to Eller Unity Board and invited faculty, 11/8/2013
- Instructor in Eller/Primavera Eller Economic Development program (2012-2016).
- Member, Eller Undergraduate Task Force, Spring, 2012.
- Faculty Advisor, Entrepreneurship Student Association (2008 – 2011).
- Member, Office of LGBTQ Affairs Advisory Board (2008).
- Member, Business Advisory Board, Advisor, SIFE World Work and Go English Go Projects ,UA Students in Free Enterprise/Enactus Club. (2008 – 2019). Team won National competition in 2008 and competed nationally in 2009, 2010, 2011, 2012.
- Honors College Faculty Fellow (2005 - 2009). Supervise Honors Thesis projects, assist in recruiting and retention of Honors Students.
- Member of Teaching Evaluation Committee for M&O Department (2004-2007, 2017).
- Executive Education Instructor for Southwest Leadership Program (2005 - 2014).
- Certified Safe Zone Employee and Facilitator for The University of Arizona (2005-2019).
- Team Leader, Eller Philanthropy Day (2006 – 2009).
- Executive Education Instructor for Arizona Healthcare Leadership Academy (2004 – 2011).
- Member of M&O Undergraduate Committee (2000 – 2009, 2013-2015, 2017-2018).

- Member of selection committee for M&O Statistics Instruction Lecturer (2008, 2010).
- Faculty Advisor for MBA Advanced Fieldwork project delivered to Sunquest Systems (2008).
- Coordinator, Eller College Business Minor (2001 – 2006). Responsible for creation and coordination of The University of Arizona's largest minor program (14,000 current enrollees), with an earnings-to-expense ROI ratio of 26.75 to 1.
- Eller Blackboard/D2L Task Force (2005).
- Member of selection committee for M&O Administrative Associate (2004).
- Eller advisor to Women's Leadership Conference Planning Committee (2004).
- Supervised training program delivered to Junior Wildcat Recruiter (2004).
- Faculty Advisor for the Student Society for Human Resource Management (2001 – 2004). The chapter tripled its membership and earned Superior Merit Award, SHRM National's highest honor, in 2003 and 2004, for the first times in a decade.
- Judge for campus-wide student leadership awards (2003).
- Board Member, Students Consulting for Non-Profit Organizations (2003).
- Member of Disability Resource Center task force (Spring, 2003).
- Supervised training programs delivered to Excellence in Youth Leadership (2002 – 2003).
- Developed and taught a course on leadership for Ph.D. students and post-docs at the Arizona Cancer Center (2002).
- Lead judge and Room Coordinator for MAP 310B Case Competition (2001).
- Faculty Coordinator and Instructor for the Business Basics Executive Education program (2000 – 2001), Eller Executive Education
- Supervised training programs delivered by student teams to University of Arizona Residence Life (2000 – 2001).

#### **Service Outreach:**

- Member, Board of Directors, Board Governance, Development, and Finance Committees, Child and Family Resources, Tucson, AZ. (2016-2019).
- Speaker, Girl Scouts of Southern Arizona GIRL Conference 2017, "How to Start a Business," 11/4/2017.
- "Cultivating Resilience to Survive and Thrive," (April, October 2017), Instructor, Eller Executive Education's High Impact Leadership Program, Phoenix.
- "Resilience," (Sept., 2017), session given to Arizona Public Service, Phoenix.
- "Systems Thinking," (Mar., 2016), session given to DP World Advanced Leadership Program, Dubai, United Arab Emirates.
- "Tucson as A Millennial City," (Spring, 2016), talk given at Ignite520 Summit of Tucson Young Professionals.
- "Cultivating Well-being and Ensuring Self Care: Keys to Thriving in the Non-Profit World" (Spring, 2016-2019), talk given to Spring 2016 Eller Social Innovation Nonprofit Leadership Certificate.
- "Emotional Intelligence," (Feb., 2016), talk given to DP World Advanced Leadership Program.
- Global Healthy Workplaces online certificate program, co-instructor (2015-2019).
- "Diversity and Inclusion," and "Conflict and Negotiation," (Fall, 2015), talks given to Sid

Richardson Supervisor Leadership Program.

- “Leveraging Differences,” (Sep. 18, 2014), talk given to Fall 2014 Southwest Leadership Program.
- Instructor, Eller Executive Education BHP Billiton Leadership Series, Antofagasta, Chile; Magnetic Island, Townsville, Australia (2013-2015).
- Ad hoc textbook reviewer, McGraw-Hill (2014).
- Member, Board of Directors, Owl & Panther Project of the Hopi Foundation (2014-2016).
- Talk given to Pima Community College (Jan. 16, 2014). “Creating Resilience at Pima Community College.”
- Talk given to Raytheon Missile Systems (Oct. 16, 2013). “Resilience at Raytheon”
- Member, Board of Directors, Iskashitaa Refugee Harvesting Network (2012-2013).
- Instructor, City of Tucson Core Supervisory Series (2013).
- Member, Women’s Business Center Advisory Board; Chair: Business Plan Committee (2013-2014).
- Echoing Green Fellowship Scout (2012-2019).
- Instructor, Southwest Leadership Program (2011-2019).
- Instructor, Eller Executive Education programs, for clients including Pima County Attorney’s Office, Ventana Medical Systems, Raytheon Missile Systems (2012-2019).
- Ad hoc textbook reviewer, Wiley Publishing (2012).
- Scoped and supervising nonprofit consulting projects with The Primavera Foundation, AWASA, and PAAW (Fall, 2013). Student research used by PAAW members to apply for and receive \$2.1 million in grants in 2014.
- Scoped and supervised nonprofit consulting projects with Habitat for Humanity, the Marshall Home for Men, and the Loft (Fall, 2012). Teams generated and delivered feasibility studies and business plans. Gained \$15,000 support for the projects from a local businessman/philanthropist.
- Coordinated with three Tucson refugee resettlement agencies to develop and deliver local resource and recertification manuals for refugees (2009-2010).
- Supervised 80 to 90 management consulting projects per semester delivered to Phoenix and Tucson for-profit and not-for-profit organizations (2006-2010). Clients include The United Way of Southern Arizona, San Miguel Cristo Rey High School, Tucson Village Farm, The Jewish Community Center of Tucson, Iskashiita Refugee Harvesting Network, Angel Charities, Marriott Suites, Starbucks, etc.
- Co-chair, Membership Committee for St. Francis in the Foothills United Methodist Church (2006 – 2009). Developed and delivered eight-week course for people seeking membership in congregation.
- Volunteer for Iskash\*taa Refugee Harvesting Network (2008 – 2012). Coordinated pool safety and swimming program for Tucson refugee teenagers. Assist with planning and transportation to farmer’s markets and community events.
- Member of Staff Parish Relations Committee (serves HR function) for St. Francis in the Foothills United Methodist Church (2001 – 2007). Served as Chair (2005). Developed a performance evaluation system, conducted performance evaluations, helped select replacement for Associate Pastor, acted as a staff-congregation-pastor liaison. Facilitated meetings, resolved grievances, advised and voted on staff compensation.
- Volunteer for Wingspan, Tucson’s LGBTQ Community Center. (2005-2007).

- Member of advisory board for The Aurora Foundation's Leaders for a Lifetime program for women and girls with disabilities (2004 – 2007).
- Volunteer, Aurora Foundation, providing leadership skills and training for girls and women (2003 - 2007). Assisted with strategic planning and program delivery.
- Member of planning team for the International Center for Peace, Tucson. (2005).
- Supervised training delivered to local organizations including Arizona Bookstore, Oregano's Pizza, Centerfield Baseball Academy, Wells Fargo Bank, Zona 78 restaurant, Fox Restaurant Concepts, Desert DJs, Inc, Youth on Their Own Foundation, Aurora Foundation (2003 - 2005).
- Designed and delivered Executive Education "Difficult Communications" program to Simmons Contract Furnishings (2003).
- Facilitated strategic planning retreat for St. Francis in the Foothills United Methodist Church (2002).
- Developed and delivered Leadership Development Program to junior faculty of Arizona Cancer Center (2002).
- Supervised customer service training for Marriott Courtyards (2001).
- Designed and delivered Business Communication courses to Sargent Controls and Aerospace, Inc. (1999 – 2001)
- Facilitated strategic planning retreat for St. Luke's Home (2000).
- Developed performance feedback system for all personnel in the Arizona Department of Public Safety (1998 – 2000).
- Supervised training program delivered to Sargent Controls and Aerospace (2000).
- Designed and facilitated diversity training to University of Phoenix new faculty orientation (1999).

**Media Coverage:**

<http://arizonaalumni.com/article/social-entrepreneurship-hub>

<http://www.wildcat.arizona.edu/article/2013/09/eller-college-works-with-local-organizations-to-reduce-number-of-stray-pets-in-tucson>

<http://www.kvoa.com/news/local-animal-nonprofits-receive-2m-grants-with-help-from-ua-eller-college-students/#.VCce1PQ377s.email>

[http://www.eller.arizona.edu/news/2014/05/12\\_Eller\\_College\\_wraps\\_up\\_another\\_semester\\_of\\_service.asp](http://www.eller.arizona.edu/news/2014/05/12_Eller_College_wraps_up_another_semester_of_service.asp)

[http://m.azstarnet.com/news/local/new-effort-to-curb-stray-cats-dogs-in-tucson/article\\_5acabdb8-68ba-58aa-8b20-8ff974e16c80.html?mobile\\_touch=true](http://m.azstarnet.com/news/local/new-effort-to-curb-stray-cats-dogs-in-tucson/article_5acabdb8-68ba-58aa-8b20-8ff974e16c80.html?mobile_touch=true)

<http://www.buckmastershow.com/2013/09/12/buckmaster-show-9122013-protecting-your-digital-assets/>

<http://ellerbuzz.com/2013/09/story/making-a-difference-through-consulting/>



<http://www.wildcat.arizona.edu/article/2013/09/eller-college-works-with-local-organizations-to-reduce-number-of-stray-pets-in-tucson>

<http://uanews.org/blog/ua-community-gives-thanks-faculty> UA News, 4/23/13

<http://www.tucsonmorningblend.com/videos/202755541.html> The Morning Blend, KGUN 9 TV, 4/15/13

[http://azstarnet.com/sports/patrick-finley-he-s-going-the-distance-and-more-for/article\\_194e5f2e-b3b5-5995-b40a-29905bcbe35c.html](http://azstarnet.com/sports/patrick-finley-he-s-going-the-distance-and-more-for/article_194e5f2e-b3b5-5995-b40a-29905bcbe35c.html) Arizona Daily Star, 4/11/13

[Political Refugees get 2-wheeled help from University of Arizona student groups Arizona Daily Star](#) Arizona Daily Star, 3/31/13

<http://uanews.org/blog/ua-students-recycling-bikes-refugees> UA News, 3/29/13

<http://arizonaalumni.com/article/angle-cindi-gilliland> “Angle on: Cindi Gilliland,” by Roxane Ramos, Arizona Alumni Magazine, Fall 2012

“Community Consulting: Tucson Leader Funds Undergraduate Nonprofit Projects,” Eller Progress Magazine, Fall, 2012

“UA Class Supports Local Refugees, Villages Abroad,” by La Monica Everett-Hayes, UA News.org, 11/14/11 <http://uanews.org/node/42978>

“Eller Class Promotes Sustainable Farm Event,” by David Weissman, Arizona Daily Wildcat, 11/13/12

<http://borderbeat.net/component/content/article/55-education/2022-lauren-inouye>

“UA Senior recognized for fundraiser,” by Kimberly Matas, Arizona Daily Star, 12/17/11

“UA Party Funds Sudanese: ARC’s GiveBack KickBack raises thousands for school, well in Africa,” by Rebecca Rillos, Arizona Daily Wildcat, 11/22/10

“Second GiveBack KickBack to Benefit African Villages,”  
<http://www.arizona.edu/features/second-giveback-kickback-benefit-African-villages>

“GiveBack KickBack an entertaining chance to help refugees” by Miranda Butler, Arizona Daily Star, 11/17/10

“UA Club Helps Refugees Navigate New Life with Bicycle Program,” by Savannah Martin, Arizona Daily Wildcat, 10/26/11

“500 Show Up for Screenings,” by Kimberly Matas, Arizona Daily Star, 11/1/09

“International Aid,” Eller Progress Magazine, Spring 2009

“Eller Students Support Local Refugees,” Eller Buzz, Dec. 2009  
<http://www.eller.arizona.edu/buzz/2009/dec/refugees.asp>

**PUBLICATIONS:**

Gilliland, C. M. (2014). Finding work-life balance. In *Organizational Behavior*, Boston, Kendall-Hunt.

Gilliland, C. M. (2011). *Team experience in action manager, 2<sup>nd</sup> ed.*.  
<http://webcom9.grtxle.com>. Denver: Great River Publishing.

Gilliland, C. M. (2010). *Team experience in action manager*.  
<http://webcom8.grtxle.com>. Denver: Great River Publishing.

Gilliland, C. M. (2010). Balancing work and life. In Robbins and Judge., *Organizational Behavior (1<sup>st</sup>, 2<sup>nd</sup>, 3<sup>rd</sup> Eds.)*. Boston: Pearson.

Gilliland, C. M., (Ed.) (2007). *The human side of organizations, (3<sup>rd</sup> Ed.)*. Boston: Pearson.

Guterk, B. A., & Gilliland, C. (2007). Work versus the family: Keeping the balance. In S.W. Gilliland, D.D. Steiner, & D.P. Skarlicki (Eds.), *Managing social and ethical issues in organizations*. Greenwich: Information Age Publishing.

Robbins, S., Coulter, M., Cheeseman, H.R., & Gilliland, C. (2003). The Human Side of Organizations, (2<sup>nd</sup> Ed). Boston: Pearson.

Gilliland, S.W. & Gilliland, C.M.K. (2001). Justice of Diversity Training. In S.W. Gilliland, D.D. Steiner, & D.P. Skarlicki (Eds.) Research in Social Issues in Management: Theoretical and Cultural Perspectives on Organizational Justice (pp. 139-160). Greenwich, CT: Information Age Publishing.

Gilliland, C.M.K. (1998). The Language of Diversity: More than just politically correct. SHRM Network, 5.

Gilliland, C.M.K. (1997). Affinity Orientation and the Workplace. SHRM Network, 3.

Gilliland, C.M.K. (1996). Where'd they learn *that*? Children and prejudice. Childbirth Education Association, XXXVII (4).

Gilliland, C.M.K. (1996). Workforce Diversity: Friend or foe? SHRM Network, 12.

Kerr, N. L., & Kaufman-Gilliland, C. M. (1996). "And besides, I probably couldn't have made a difference anyway." Justification of social dilemma defection via perceived self inefficacy. Journal of Experimental Social Psychology.

Kerr, N. L., & Kaufman-Gilliland, C. M. (1994). Communication, commitment,

and cooperation in social dilemmas. Journal of Personality and Social Psychology.

Kaufman, C. M., & Kerr, N. L. (1993). Small wins: Perceptual focus, efficacy, and cooperation in a stage-conjunctive social dilemma. Journal of Applied Social Psychology, *23*, 3-20.

Baumgardner, A. H., Kaufman, C. M., & Cranford, J. (1990). To be noticed favorably: Links between private self and public self. Personality and Social Psychology Bulletin, *16*, 705-716.

Baumgardner, A. H., Kaufman, C. M., & Levy, P. E. (1989). Regulating affect interpersonally: When low esteem leads to greater enhancement. Journal of Personality and Social Psychology, *56*, 907-921.

### ***ACADEMIC PRESENTATIONS:***

Gilliland, CMK., Graves, N., Marchessault, K., & Sauers, D. (2015, October). The Communication of Happiness. Paper presented at American Business Communication conference, Seattle, WA.

Gilliland, C.M.K., & Gilliland, S. (1999, June). The Justice of Diversity. Paper presented at the International Justice Roundtable, Nice, France.

Gilliland, C.M.K. (1998, October). A Level Field: Fostering Diversity in the Classroom. Paper presented at The Way Up Conference, Tucson, AZ.

Kaufman, C. M., & Baumgardner, A. H. (1991, August). Looking isn't liking: Negative information seeking and affect-regulation. Paper presented at the Annual Meeting of the American Psychological Association, San Francisco, CA.

Kaufman, C. M., & Baumgardner, A. H. (1991, May). Toward a resolution of self-enhancement and self-consistency processes. Paper presented at the Annual Meeting of the Midwestern Psychological Association.

Kaufman, C. M., & Baumgardner, A. H. (1989, August). Regulating Affect in Social Discourse: The Role of Gossip. Paper presented at the Annual Meeting of the American Psychological Association, New Orleans, LA.

Kaufman, C. M., & Baumgardner, A. H. (1988, August). Self-presentational enhancement: Reacting to information about the self. Paper presented at the annual Meeting of the American Psychological Association, Atlanta, GA.

### ***PROFESSIONAL PRESENTATIONS:***

Social Impact Summit (Oct. 18, 2018).

Keynote address: "Collaboration for Collective Good."

High Impact Leadership Program (2016-2018), Phoenix.

“Unconscious Bias”

SABIC Leadership course (Oct 25, 2016).

“How Business Functions Support Strategy.”

ignite520 Summit (Oct 21, 2016).

“Why Tucson is a Great City for Young Professionals.”

Southwest Leadership Program. (Sep. 18, 2014)

“Leveraging Differences.”

Pima Community College (Jan. 16, 2014; June 20, 2014).

“Creating Resilience at Pima Community College”

Junior League of Tucson (Nov 20, 2013).

“Student Experiential Learning with Refugees in Pima County”

Raytheon Missile Systems (Oct. 16, 2013).

“Resilience at Raytheon”

Society for Human Resource Management of Greater Tucson (Oct 8, 2013).

“Leveraging Diversity: Overcoming the Ownership Challenge”

City of Tucson, Core Supervisory Series (Jan. 10, 2013).

“Human Resource Management for Public Sector Leaders”

Arizona Nurses Association (Sept. 23, 2005)

“Coaching Others for Success in their Careers”

American Society for Training Directors, Tucson Chapter

“Strategic Training” (January 16, 2004)

Society for Human Resource Management, University of Arizona Chapter.

“Five Steps to Balancing Work and Life” (September 10, 2003).

Aurora Foundation’s The Aurora Project

“Conflict Resolution” (September 8, 2003)

Aurora Foundation’s Women of Impact series

“Ethical Leadership” (keynote address) (March 25, 2003)

Professional Women in Business Association

“Balancing Work and Life” (March 12, 2003)

Arizona Cancer Center

“Leadership in the Sciences” (March 20, 2002)

SHRM-GT Conference on Diversity Keynote Address  
“Diversity in 1998: Not Just Another Y2K Problem” (Nov. 13, 1998)  
“Sexual Harassment in 1998: Implications for HR Managers”

Society for Human Resource Management of Greater Tucson  
“Diversity as an Effective HR Tool” (Feb. 10, 1998)

***HONORS, AWARDS, AND PROFESSIONAL MEMBERSHIPS:***

2019 Students’ Choice Management Professor of the Year  
2019 McGuire Center for Entrepreneurship Hall of Fame Inductee and Social Innovation Award recipient  
2018 Management and Organizations Outstanding Undergraduate Teaching Award  
2018 Nominee: University of Arizona Outstanding Faculty Fellow in a Dorm  
2018 Certificate in Faculty Excellence in Online Teaching  
2017 Eller College Students’ Choice Award for Outstanding Faculty  
2017 Eller College Dean’s Faculty Service Award  
2016-2019 University of Arizona Faculty Fellowship  
2014 Eller College of Business Large Section Instructor of the Year  
2014 Cramer Fellowship Award for leadership ethics and integrity  
2014, 2010 Professional Women in Business Association Faculty Award  
2013 Faculty Initiate, Delta Sigma Pi, Gamma Psi Chapter  
2013 Recognition from Alpha Kappa Psi  
2012 Esteemed Faculty Award from Eller Hispanic Honorary  
2011 UA Foundation Sherrill Creative Teaching Award (university-wide)  
2011 Tom Moses Award for Student Club Advisors  
2010 Don Wells Eller Faculty Mentor Award  
2010 Multicultural Business Students Association Faculty Excellence Award  
Pi Kappa Epsilon Faculty Recognition Dinner, 2009  
Eller College Student Council Recognition, 2004, 2006, 2007, 2008, 2009, 2010, 2011, 2012  
Chi Omega Apple Polishers’ Award 2007, 2008, 2010, 2011-2014.  
Eller College Outstanding Undergraduate Teacher 2006  
Recipient of University Faculty-Student Interaction Grant, 2005  
Collegiality Award, 2004 SHRM HR Games  
Department of Management and Policy Outstanding Undergraduate Teacher, 2002, 2003  
Member, Academy of Management (2003 – present)  
Member, International Humanistic Management Association (2018-present)  
Member, Society for Human Resource Management of Greater Tucson (1999-2008)  
Member, Society for Human Resource Management, National (1999 – 2008)  
Member, American Society for Training and Development (2001-2007)  
Member, American Society for Training and Development, Tucson chapter (2001-2007)  
Phi Beta Kappa  
Phi Kappa Phi

Alpha Lambda Delta Honor Society  
Delta Sigma Pi Business Fraternity, Faculty Initiate, Inducted 2014  
Beta Gamma Sigma Business Honorary, Inducted 2008