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## **Education**

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### **University of Maryland**

Doctor of Philosophy in Communication, May 2013  
Major Area: Communication Education  
Certificate, University Teaching and Learning Program

Dissertation Title: “Listening to Student Voices: A Case Study on the Basic Communication Course”  
Advisor: Dr. Andrew D. Wolvin

### **Harvard University, John F. Kennedy School of Government**

Master in Public Policy, June 2008  
Areas of Concentration: Strategic Management, Leadership, Nonprofit Sector

Thesis Title: “Social Sector Business Ventures: The Critical Factors That Maximize Success”  
Advisor: Christine W. Letts

### **University of Florida, Warrington College of Business**

Bachelor of Arts in Business Administration, *summa cum laude*, May 2004  
Area of Specialization: Spanish  
GPA: 4.0/4.0; Class Rank: 1/900

## **Academic Appointments**

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### **Faculty Positions**

Associate Professor (Practice Track), Johns Hopkins Carey Business School, 2018–

Faculty Affiliate, Center for Innovative Leadership, Johns Hopkins Carey Business School, 2022–

Assistant Professor (Practice Track), Johns Hopkins Carey Business School, 2017–2018

Adjunct Professor, Johns Hopkins Carey Business School, 2016–2017

Adjunct Professor, McCourt School of Public Policy, Georgetown University, 2016–2017

Assistant Professor (Tenure Track), Klein Family School of Communications Design, University of Baltimore, 2013–2017

Lecturer, Department of Communication, University of Maryland, 2012–2013

Instructor, Harvard Extension School, 2009–2015, 2017

### **Administrative Assignments**

Faculty Director for Business Communication, Executive Education, Johns Hopkins Carey Business School, 2018–2019

Served as faculty leader for business communication courses and programs within Executive Education; identified custom program and marketing opportunities; recruited faculty to teach in the Executive Certificate program; [profiled](#) in the Inside Teaching & Learning@Carey quarterly newsletter

Academic Program Director for Executive Education, Johns Hopkins Carey Business School, 2017–2018

Served as strategic advisor to the Assistant Dean for Executive Education; provided guidance on program development, marketing, and operations; launched the Executive Certificate in Business Communication, a three-course program that targets working professionals on the management track who want to enhance their communication skills; generated more than \$1.2 million in revenue through open-enrollment courses and custom programs; [profiled](#) on the Carey Business School homepage

Managing Director, Oral Communication Program, University of Maryland, 2012–2013

Managed 170-section introductory communication program that served approximately 3,400 students per year; led a team of 34 instructors, and directly supervised five full-time lecturers and one program coordinator; managed pre-semester orientation program, instructor training and development programs, curricular design and implementation, print and Web-based materials, and external grant applications; presented oral communication research studies at national and regional conferences; advised faculty members and administrators on innovative pedagogical approaches to enhance student learning

## **Research**

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### **Primary Areas of Interest**

Leadership Development  
Persuasive Communication  
Public Speaking  
Workplace Presentations

### **Books**

Cohen, S. D. (2020). *Public speaking: The path to success* (2nd ed.). San Diego, CA: Cognella Academic Publishing.

Cohen, S. D. (Ed.). (2018). *Speaking for success: Readings and resources* (2nd ed.). San Diego, CA: Cognella Academic Publishing.

Cohen, S. D. (Ed.). (2014). *On the path to success: Readings and resources*. San Diego, CA: Cognella Academic Publishing.

Cohen, S. D. (2011). *Public speaking: The path to success*. San Diego, CA: Cognella.

Cohen, S. D. (2011). *Lessons from the podium: Public speaking as a leadership art*. San Diego, CA: Cognella.

### **Chapters in Refereed Books**

Cohen, S. D. (2014). The digital communication journal: Building an online COMMunity for student dialogue. In J. E. Aitken (Ed.), *Cases on communication technology for second language acquisition and cultural learning* (pp. 1–4). Hershey, PA: IGI Global.

### **Peer-Reviewed Journal Articles**

Fontana, P. C., Cohen, S. D., & Wolvin, A. D. (2015). Understanding listening competency: A systematic review of research scales. *International Journal of Listening*, 29, 148–176.

Griffin, W., Cohen, S. D., Berndtson, R., Burson, K. M., Camper, K. M., Chen, Y., & Smith, M. A. (2014). Starting the conversation: An exploratory study of factors that influence student office hour use. *College Teaching*, 62, 94–99.

[The first two authors contributed equally to this manuscript; Named by Faculty Focus as one of the top 15 teaching and learning articles of 2015]

Wolvin, A. D., & Cohen, S. D. (2012). An inventory of listening competency dimensions. *International Journal of Listening*, 26, 64–66.

Cohen, S. D. (2011). The art of public narrative: Teaching students how to construct memorable anecdotes. *Communication Teacher*, 25, 197–204.

Cohen, S. D., & Wolvin, A. D. (2011). Listening to stories: An initial assessment of student listening characteristics. *Listening Education*, 2, 16–25.

Cohen, S. D., Wei, T. E., DeFraia, D. C., & Drury, C. J. (2011). The music of speech: Layering musical elements to deliver powerful messages. *Relevant Rhetoric: A New Journal of Rhetorical Studies*, 2, 1–9.

Cohen, S. D., & Wei, T. E. (2010). Transmitting musical images: Using classical music to teach public speaking. *Communication Teacher*, 24, 115–121.

## Book Review

Cohen, S. D. (2011). [Review of the book *The presidential appointee's handbook*, by G. E. DeSeve]. *Political Studies Review*, 9, 435.

## Other Articles

Cohen, S. D. & Rubin, D. (2020, October). Supercharging your storytelling and sales. *Toastmaster*, 86(10), 28–29.

Cohen, S. D. (2014, November). It's all about the audience: Earn your listeners' appreciation by making your speech about them. *Toastmaster*, 80(11), 20–21.  
[A version of this article was published on Harvard's [Professional Development Blog](#) in 2015.]

Cohen, S. D. (2013, Fall). Eliminating the dreaded um. *Harvard Extension School Alumni Bulletin*, 14–15.  
[A version of this article was published on Harvard's [Inside Extension blog](#) in 2013 & Johns Hopkins Carey Business School's *Carey the Torch* blog in 2016.]

Cohen, S. D. (2011, September). A view from the balcony: Step back and see how your audience is observing you. *Toastmaster*, 77(9), 22–23.  
[A version of this article was published on Harvard's [Professional Development Blog](#) in 2013.]

Cohen, S. D., Briones, R., & Narvaez, A. (2011, Fall). The digital classroom: Using technology to teach communication skills. *ITforUM*. <https://oit.umd.edu>

Cohen, S. D. (2010, January). Becoming a powerful public speaker: Using imagery to captivate your listeners. *Rostrum*, 84(5), 15–16.

Cohen, S. D. (2009, December). Leading through speech: How leaders champion their cause. *Rostrum*, 84(4), 11–12.

## Teaching

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*Listed as instructor of record unless otherwise noted*

### Courses

#### Johns Hopkins Carey Business School

BU.920.601: Business Communication for Full-Time MBA

Developed core course for the new full-time MBA program; partnered with Experiential

Learning and Johns Hopkins Technology Ventures to engage seven principal investigators in a term-long project

BU.930.610: Effective Communication

Prepared Global MBA students for Innovation for Humanity project, an international learning experience where they work with local community leaders to solve real-world challenges (often dealing with public health, deteriorating infrastructure, and/or social welfare)

BU.120.601: Business Communication

Offered different versions of the course for Flex MBA & MS students

University of Baltimore

CMAT 201: Communicating Effectively & CMAT 303: Oral Communication in Business,  
*Course Coordinator & Instructor*

Supervised general-education communication courses that serve approximately 260 students per year; oversaw a team of four instructors; provided coaching and support for adjunct faculty members; assisted with course assessment

CMAT 342: The Rhetoric of Digital Communication

CMAT 497/PBDS 754: Speaking Professionally

Harvard Extension School

SPCH E-110: The Art and Practice of Public Speaking

Developed full semester and intensive versions; organized alumni network and annual reception for course alumni

SPCH E-122: Oral Communication in the Workplace

Georgetown University

PPOL-801: Presentation Skills for Policymakers

University of Maryland

COMM107: Oral Communication: Principles and Practices, *Course Coordinator & Instructor*

Designed master course syllabus, major assignments, and scoring rubrics; revamped and co-led fall orientation program; co-authored course-related assessment studies; modernized and managed instructor website; served as primary point of contact for course-related issues

HONR379: Honors Independent Study: Discovery Projects in Research, *Project Advisor*

Coached Honors student through the process of writing an original seminar paper on a topic of interest; developed interactive exercises to help student craft a literature review, analyze data, write up results, and develop conclusions

COMM388: Communication Practicum, *Project Advisor*

Taught students about designing, conducting, and evaluating qualitative research studies; provided guided opportunities for students to collect and analyze data for a real-world research project

COMM455: Speechwriting

## **Non-Credit Programs and Workshops**

### Johns Hopkins Carey Business School

Executive Education

Delivered multi-day programs for leaders and professionals on Business Writing, Effective Workplace Presentations, Persuasive Communication, Powerful Public Speaking & Mastering the Art of Public Speaking; developed custom offerings for university departments and corporate clients

### Johns Hopkins University

Hopkins at Home

Delivered three-session mini-course for alumni on [The Art and Science of Effective Communication](#)

### Georgetown University McCourt School of Public Policy

Executive Institute

Delivered 2.5-day programs for government and private sector leaders on Using Your Voice to Lead: Effective Presentation Skills & Inside Influence: The Art of Persuasion

### Harvard Division of Continuing Education

Professional Development Programs

Delivered two-day programs for managers and professionals: Introduction to Public Speaking: Effective Presentation Skills, Advanced Public Speaking: Persuasive Communication, Leadership Communication & Influence and Persuasion in Leadership ([Course Spotlight Video](#)); developed communication module for Essential Management Skills for Emerging Leaders

### Harvard Extension School

Career and Academic Resource Center Workshops

Delivered public speaking workshops for Harvard Extension School students and alumni; offered 3–4 webinars (with an international audience) each semester

### Harvard Kennedy School

## Communications Program Workshop Series

Delivered communication workshops for Harvard University graduate students and fellows; offered 6–8 workshops each semester for four years

## **Presentations and Panels**

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### **Conference Presentations**

*All conference presentations were competitively selected.*

- Cohen, S. D. (2020, November). Reorienting the basic communication course: A qualitative assessment of students' experiences and recommendations. Presentation at the National Communication Association Convention (via Zoom).
- Cohen, S. D. (2019, November). Talk the talk and walk the walk: The what, why, and how of (more) effective presentations at the NCA Annual Convention. Research presentation at the National Communication Association Convention, Baltimore, MD.
- Cohen, S. D. (2017, November). Getting to “yes”: Effective persuasion and negotiation strategies. Research presentation at the National Communication Association Convention, Dallas, TX.
- Cohen, S. D. (2017, October). Leading through listening: A mixed-methods analysis of effective listening traits. Paper presentation at the Adaptive Leadership Conference, Arlington, VA.
- Cohen, S. D. (2016, November). “What do you want to achieve?”: Using the Goal Development Worksheet to motivate goal-relevant behaviors. Paper presentation at the National Communication Association Convention, Philadelphia, PA.
- Cohen, S. D. (2015, November). Embracing opportunities for change: A case study on the basic communication course. Paper presentation at the National Communication Association Convention, Las Vegas, NV.
- Cohen, S. D. (2015, November). The art of the pitch: Using the Motivated Sequence to sell products and services. Paper presentation at the National Communication Association Convention, Las Vegas, NV.
- Cohen, S. D. (2014, November). The informational interview assignment: Fostering student connections with professionals in the field. “Great Ideas for Teaching Students” (G.I.F.T.S.) presentation at the National Communication Association Centennial Convention, Chicago, IL.
- Cohen, S. D. (2013, November). Connecting the theory and practice of public relations leadership: A case study on the Center for Teaching Excellence. Paper presentation at the National Communication Association Convention, Washington, DC. ([Top Four Student Paper, Public Relations Division](#))

- Fontana, P. C., Wolvin, A. D., & Cohen, S. D. (2013, June). Listening scales: A meta-analysis. Paper presentation at the International Listening Association Convention, Montreal, Canada. (International Listening Association Top Research Paper)
- Burson, K., Picciuto, E., Cohen, S. D., Berndtson, R., Smith, M. A., & Camper, M. (2013, May). Come right in: What students want from office hours. Research presentation at the Lilly Conference on College & University Teaching, Bethesda, MD.
- Cohen, S. D. (2012, November). The digital communication journal: Building an online COMMunity for student dialogue. “Great Ideas for Teaching Students” (G.I.F.T.S.) presentation at the National Communication Association Convention, Orlando, FL.
- Wolvin, A. D., Fontana, P. C., & Cohen, S. D. (2012, November). An assessment of the long-term impact of the basic communication course. Paper presentation at the National Communication Association Convention, Orlando, FL.
- Cohen, S. D. (2012, April). Self-regulated learning in practice: Encouraging goal development in the academic classroom. Paper presentation at Graduate Research Interaction Day, College Park, MD.
- Cohen, S. D. (2011, June). Inspiration in action: Motivating your students to achieve challenging goals. Paper presentation at the Lilly Conference on College & University Teaching, Bethesda, MD.
- Cohen, S. D. (2011, April). Creating a symphony of words: Using voice as a musical instrument to elicit specific emotional responses. Paper presentation at the Eastern Communication Association Convention, Arlington, VA.
- Cohen, S. D. (2011, April). Redefining public narrative: An examination of the anecdote-creation process. Paper presentation at Graduate Research Interaction Day, College Park, MD. (New Scholars Category – Awarded \$500)
- Cohen, S. D., & Wolvin, A. D. (2011, April). Sustaining relationships: Listening to stories. Paper presentation at the International Listening Association Convention, Johnson City, TN. (Student Sponsorship Program Recipient – Awarded \$120)
- Cohen, S. D. (2009, August). The art of inspiration. Research presentation at the Golden Key International Honour Society International Conference, Orlando, FL.

## **Panel Discussions**

*All panels were competitively selected unless otherwise noted.*

- Co-Chair. (2022, March). Spotlight on research. Panel presentation at the Johns Hopkins Department of Medicine & Whiting School of Engineering Research Retreat (via Zoom). [Not



competitively selected]

- Co-Chair. (2021, March). Spotlight on research: Brief presentation of DOM/WSE 2020 top-rated research. Panel presentation at the Johns Hopkins Department of Medicine & Whiting School of Engineering Research Retreat (via Zoom). [Not competitively selected]
- Chair. (2020, November). Competitive papers for Master's Education Section. Panel presentation at the National Communication Association Convention (via discussion board).
- Panelist. (2020, November). Crossroads of pandemic pedagogy: Assessment at a moment's notice. Panel presentation at the National Communication Association Convention (via Zoom).
- Panelist. (2020, November). Facilitating flow or getting in the way? When T&D professionals bring allied professional identities/roles and personal identities/roles forward in their T&D work. Panel presentation at the National Communication Association Convention (via Zoom).
- Co-Chair. (2020, February). Spotlight on research. Panel presentation at the Johns Hopkins Department of Medicine & Whiting School of Engineering Research Retreat, Baltimore, MD. [Not competitively selected]
- Panelist. (2020, February). Talent and skills needed: How to develop, recruit when needed, and keep them. Panel presentation at the Mid-Atlantic CIO Forum, Towson, MD. [Not competitively selected]
- Chair. (2019, November). Training and Development Division top papers. Panel presentation at the National Communication Association Convention, Baltimore, MD.
- Panelist. (2019, May). Teaching with cases. Panel presentation at the Johns Hopkins Carey Business School, Baltimore, MD. [Not competitively selected]
- Chair. (2017, November). Training and Development Division top papers. Panel presentation at the National Communication Association Convention, Dallas, TX.
- Panelist. (2016, November). The NCA Training and Development Division Mentoring Program: Organizers, mentors, and mentees report on their involvement and offer future possibilities. Panel presentation at the National Communication Association Convention, Philadelphia, PA.
- Panelist. (2016, March). From rights to rhetoric: Why voting matters. Panel presentation at the University of Baltimore, Baltimore, MD. [Not competitively selected]
- Chair. (2015, November). New opportunities and current research in training and development. Panel presentation at the National Communication Association Convention, Las Vegas, NV.
- Panelist. (2015, October). New strategies for (re)engaging students in the classroom. Roundtable discussion at Fall Teaching & Learning Day, University of Baltimore, Baltimore, MD.

- Panelist. (2015, January). Communicating the power and promise of ePortfolios. Panel presentation at the Association of American Colleges and Universities Forum on Digital Learning and E-Portfolios, Washington, DC.
- Panelist. (2014, November). Preparing leaders to lead: The presence and future of leadership communication training. Panel presentation at the National Communication Association Centennial Convention, Chicago, IL.
- Panelist. (2014, October). InDesign, Prezi, and Tumblr: Integrating technology into student presentations. Panel presentation at Fall Teaching & Learning Day, University of Baltimore, Baltimore, MD.
- Panelist. (2014, January). E-portfolios: Connecting student job-market readiness to program assessment. Panel presentation at the Association of American Colleges and Universities E-Portfolio Forum, Washington, DC.
- Panelist. (2013, November). Connections: The basic communication course and general education. Panel presentation at the National Communication Association Convention, Washington, DC.
- Panelist. (2013, November). Connecting new and seasoned instructors with wisdom, strategies and structure. Panel presentation at the National Communication Association Convention, Washington, DC.
- Panelist. (2013, November). Connecting theory to the basic course: Exploring instructors' choices, discussing impact. Panel presentation at the National Communication Association Convention, Washington, DC.
- Panelist. (2013, November). Consistency rules: Connecting different perspectives on standardization in multi-section basic communication courses. Panel presentation at the National Communication Association Convention, Washington, DC.
- Chair. (2013, November). Enhancing research through technology. Panel presentation at the National Communication Association Convention, Washington, DC.
- Panelist. (2013, November). Maintaining connections with departments and private consultants: Communication training education and consulting. Panel presentation at the National Communication Association Convention, Washington, DC.
- Panelist. (2013, October). Crafting inspiration: Why the speeches of Abraham Lincoln and Martin Luther King, Jr. still motivate us today. Panel presentation at the Clarice Smith Performing Arts Center, University of Maryland, College Park, MD. [Not competitively selected]
- Panelist. (2013, April). Flip cameras and cloud computing: Using technology to improve student collaboration in groups. Panel presentation at the Innovations in Teaching and Learning Conference, College Park, MD.

- Panelist. (2012, November). Creating COMMunity through empowerment: Examining methods of creating student engagement in the basic course. Panel presentation at the National Communication Association Convention, Orlando, FL.
- Panelist. (2012, November). Assessment rubrics: Advantages and disadvantages. Panel presentation at the National Communication Association Convention, Orlando, FL.
- Chair. (2011, November). Top papers in instructional development communication. Panel presentation at the National Communication Association Convention, New Orleans, LA.
- Chair. (2011, November). Biological and psychological influences on everyday interaction. Panel presentation at the National Communication Association Convention, New Orleans, LA.
- Chair. (2011, November). Writing textbooks in an evolving time: Do's, don'ts, should's, shouldn'ts. Panel presentation at the National Communication Association Convention, New Orleans, LA.
- Chair. (2011, November). Alternative approaches in the basic course. Panel presentation at the National Communication Association Convention, New Orleans, LA.
- Chair. (2011, November). Strategically influencing others through communication. Panel presentation at the National Communication Association Convention, New Orleans, LA.
- Panelist. (2011, April). Beyond classroom speeches: Using technology-based assignments to teach communication. Panel presentation at the Innovations in Teaching and Learning Conference, College Park, MD.
- Panelist. (2011, April). In search of Judson Welliver: Writing a new chapter in the history of presidential speechwriting. Panel presentation at the Eastern Communication Association Convention, Arlington, VA.
- Chair. (2011, April). Politics & practice: The basic course as a general education requirement: The good, the bad, and the ugly. Panel presentation at the Eastern Communication Association Convention, Arlington, VA.
- Panelist. (2011, April). Musical listening: Expanding the appreciative listening model. Panel presentation at the International Listening Association Convention, Johnson City, TN.

### **Invited Presentations**

- Cohen, S. D. (2022, June). Communication in action: How to successfully pitch your ideas. Presentation for the Carey Summer Business Academy (via Zoom).
- Cohen, S. D. (2022, March). Essential communication: Practical skills for PhDs. Presentation for the Passport to Future Tech Leadership Program, Johns Hopkins University (via Zoom).

- Cohen, S. D. (2022, March). Harnessing the science of persuasion. Presentation for the GYN/OB Reproductive Scientist (GORS) Course, Johns Hopkins School of Medicine (via Zoom).
- Cohen, S. D. (2022, February). Preparing a lightning talk about your research. Presentation for the Department of Medicine, Johns Hopkins School of Medicine (via Zoom).
- Cohen, S. D. (2021, October). Overcoming your fears: Making public speaking “not so scary.” Presentation for Johns Hopkins Carey Business School Executive Education (via Zoom).
- Cohen, S. D. (2021, August). Triggering bolts of insight: How to deliver an impactful lightning talk. Presentation for the Gastrointestinal Tract XIX Conference: Making and Breaking a Gut (via Zoom).
- Cohen, S. D. (2021, June). Effective presentations: Pitching your ideas with poise and power. Presentation for the Carey Summer Business Academy (via Zoom).
- Cohen, S. D. (2021, May). The science of persuasion: Crafting the perfect pitch. Presentation for the Carey Business Leadership Society (via Zoom).
- Cohen, S. D. (2021, April). Virtual meeting best practices: Making your audience pay attention. Presentation for Johns Hopkins Technology Ventures (via Zoom).
- Cohen, S. D. (2021, February). Preparing for your talk at the DOM/WSE Research Retreat. Presentation for Department of Medicine and Whiting School of Engineering faculty, Johns Hopkins University (via Zoom).
- Cohen, S. D. (2021, February). The art of communicating science: Building authentic connections with your audience. Presentation for the University of South Dakota Neuroscience, Nanotechnology & Networks Program (via Zoom).
- Cohen, S. D. (2020, October). Three ways to improve your public speaking. Presentation for the YMCA of Central Maryland (via Zoom).
- Cohen, S. D. (2020, September). Developing effective communication skills. Presentation for the PhD Leadership Education and Development Series, Johns Hopkins University (via Zoom).
- Cohen, S. D. (2020, June). Persuasion and social influence in uncertain times. Presentation for Harvard Extension School Professional Development (via web conference).
- Cohen, S. D. (2020, June). Building presence: Essential strategies for making a memorable impression. Presentation for the Career Advisory Committee, Johns Hopkins Carey Business School (via Zoom).
- Cohen, S. D. (2020, June). Closing the deal: How to craft the perfect pitch. Presentation for Johns Hopkins Carey Business School Executive Education (via Zoom).

- Cohen, S. D. (2020, May). Three ways to make your audience pay attention. Presentation for Johns Hopkins Carey Business School Executive Education (via Zoom).
- Cohen, S. D. (2020, March). Speak with impact: How to deliver a dynamic presentation. Presentation for the Department of Gynecology and Obstetrics, Johns Hopkins School of Medicine (via Zoom).
- Cohen, S. D. (2020, February). Public speaking in academic medicine. Presentation for the Division of Infectious Diseases, Johns Hopkins School of Medicine, Baltimore, MD.
- Cohen, S. D. (2020, January). Preparing for “spotlight on research” talks at the DOM/WSE Research Retreat. Presentation for Department of Medicine and Whiting School of Engineering faculty, Johns Hopkins University, Baltimore, MD.
- Cohen, S. D. (2020, January). Making positive first impressions in academic and clinical settings. Presentation for Clinical, Social, and Scientific Foundations of Geriatric Medicine Grand Rounds, Johns Hopkins School of Medicine, Baltimore, MD.
- Cohen, S. D. (2020, January). Powerful public speaking: Presenting ideas that inspire action. Presentation for Bloomberg Distinguished Professors, Johns Hopkins University, Baltimore, MD.
- Cohen, S. D. (2019, December). Respond like a ninja: Four strategies for handling impromptu questions. Presentation for the Johns Hopkins Graduate Consulting Club, Baltimore, MD.
- Cohen, S. D. (2019, November). Advanced public speaking techniques. Presentation for the Career and Academic Resource Center, Harvard Extension School (via web conference).
- Cohen, S. D. (2019, September). Training the trainer: Best practices for delivering an effective conference presentation. Presentation for the National Communication Association Training and Development Division (via web conference).
- Cohen, S. D. (2019, July). The science of effective communication. Presentation for the Office of Faculty Development, Johns Hopkins School of Medicine, Baltimore, MD.
- Cohen, S. D. (2019, July). Pitching your ideas with poise and power. Presentation for INROADS Summer Business Academy, Johns Hopkins Carey Business School, Baltimore, MD.
- Cohen, S. D. (2019, June). Poised under pressure: How to respond when you’re put on the spot. Presentation at the National Institutes of Health, Bethesda, MD.
- Cohen, S. D. (2019, April). Communicating with influence: The science of persuasion. Presentation for the Provost’s Postdoctoral Fellows Program, Johns Hopkins University, Baltimore, MD.
- Cohen, S. D. (2019, April). Presenting yourself as a leader: Portraying your best self in poster

presentations, podium speeches, and grand rounds. Presentation for the Junior Faculty Leadership Program, Johns Hopkins School of Medicine, Baltimore, MD.

Cohen, S. D. (2018, November). Advanced presentation skills: Communicating your ideas with impact. Presentation for the Master of Arts in Global Policy Professional Development Series, Johns Hopkins School of Advanced International Studies, Baltimore, MD.

Cohen, S. D. (2018, September). Making the case: Persuasive strategies for case presentations. Presentation for Student Ventures, Johns Hopkins Carey Business School, Baltimore, MD.

Cohen, S. D. (2018, May). Influence at work: The science of getting what you want. Presentation at the Thriving in an Academic Career Conference, Johns Hopkins School of Nursing, Baltimore, MD.

Cohen, S. D. (2018, May). Speaking off the cuff: How leaders handle difficult questions. Presentation at the Thriving in an Academic Career Conference, Johns Hopkins School of Nursing, Baltimore, MD.

Cohen, S. D. (2018, April). Persuasion at work: The science of getting to “yes.” Presentation for Carey Reunion Weekend, Johns Hopkins Carey Business School, Baltimore, MD.

Cohen, S. D. (2018, April). Emails that work: Boosting your open and response rates. Presentation for the Student Development Office, Johns Hopkins Carey Business School, Baltimore, MD.

Cohen, S. D. (2018, February). Open up and clap: The art of effective communication. Presentation for the Office of Human Subjects Research, Johns Hopkins School of Medicine, Baltimore, MD.

Cohen, S. D. (2018, February). Influence in medicine: Harnessing the science of human behavior. Presentation for the Department of Gynecology and Obstetrics, Johns Hopkins School of Medicine, Baltimore, MD.

Cohen, S. D. (2017, November). Act like a hedgehog: Taking your career from good to great. Keynote address for the Executive Certificate in Business Communication Completion Ceremony, Johns Hopkins Carey Business School, Baltimore, MD.

Cohen, S. D. (2017, June). Speaking off the cuff: Surviving and thriving in an academic career. Presentation for the Johns Hopkins School of Nursing, Baltimore, MD.

Cohen, S. D. (2017, March). Speaking off the cuff: How leaders handle difficult questions. Presentation for Development and Alumni Relations, Johns Hopkins University, Baltimore, MD.

Cohen, S. D. (2017, March). Speaking with confidence: The art of effective presentations. Presentation for City of Baltimore HR Practitioners’ Workshop Series, Baltimore, MD.

- Cohen, S. D. (2017, February). The art of executive presence: Developing the elusive qualities of leadership. Presentation at the Robert H. Smith School of Business, University of Maryland, College Park, MD.
- Cohen, S. D. (2017, January). Persuasive communication for development professionals. Presentation for Development & Alumni Relations, Johns Hopkins Krieger School of Arts & Sciences, Baltimore, MD.
- Cohen, S. D. (2016, December). Presentations that stick: How to make a lasting impact on your listeners. Presentation for the Department of Gynecology and Obstetrics, Johns Hopkins School of Medicine, Baltimore, MD.
- Cohen, S. D. (2016, November). The art of inspiration: Motivating your teammates to act. Presentation for the Career and Academic Resource Center, Harvard Extension School (via web conference).
- Cohen, S. D. (2016, November). Preparing to lead: Advanced public speaking skills. Presentation for the Career and Academic Resource Center, Harvard Extension School (via web conference).
- Cohen, S. D. (2016, September). Influence at work: The science of getting what you want. Presentation for the Robert H. Smith School of Business, University of Maryland (via web conference).
- Cohen, S. D. (2016, September). The art of effective presentations. Presentation for the Essential Management Skills for Emerging Leaders cohort, Harvard Division of Continuing Education (via web conference).
- Cohen, S. D. (2016, June). Speaking with confidence: An introduction to professional presentation skills. Presentation for the Schaefer Center for Public Policy, University of Baltimore, Baltimore, MD.
- Cohen, S. D. (2016, April). Persuading with power: The art of getting what you want. Presentation at the State of Maryland International Reading Association Council Conference, Hunt Valley, MD.
- Cohen, S. D. (2016, March). Speaking with confidence: An introduction to effective workplace presentations. Presentation for Development and Alumni Relations, Johns Hopkins University, Baltimore, MD.
- Cohen, S. D. (2015, December). Presentations at work: How to build a strong connection with your listeners. Presentation at the Council on Foundations, Arlington, VA.
- Cohen, S. D. (2015, June). How leaders speak: Advanced techniques. Presentation for the University of Maryland Alumni Association (via web conference).
- Cohen, S. D. (2015, June). How leaders speak: The fundamentals. Presentation for the University of

Maryland Alumni Association (via web conference).

Cohen, S. D. (2015, March). Making your presentation all about the audience. Presentation at Faculty Scholarship Day, University of Baltimore, Baltimore, MD.

Cohen, S. D. (2015, March). Peering behind the lectern: An overview of advanced public speaking. Presentation for the Career and Academic Resource Center, Harvard Extension School (via web conference).

Cohen, S. D. (2015, February). Inside influence: The science of getting what you want. Presentation at Langsdale Library, University of Baltimore, Baltimore, MD.

Cohen, S. D. (2015, January). Influence at work: The art of crafting persuasive messages. Presentation for the University of Maryland Alumni Association (via web conference).

Cohen, S. D. (2014, September). Facing your fear: How to fight public speaking jitters. Presentation for the Food and Faculty Series, University of Baltimore, Baltimore, MD.

Cohen, S. D. (2014, September). Public speaking at work: How to build a strong connection with your listeners. Presentation at the Space Telescope Science Institute, Baltimore, MD.

Cohen, S. D. (2014, May). Communication matters: Using your voice to lead. Presentation for BeMore (Leadership and Community Engagement Program), University of Baltimore, Baltimore, MD.

Cohen, S. D. (2014, March). The power of inspiration: Motivating listeners to pursue challenging goals. Presentation for the Career and Academic Resource Center, Harvard Extension School (via web conference).

Cohen, S. D. (2014, March). Leadership in the classroom: Empowering students to step back and step up. Presentation at Yale Gordon College of Arts and Sciences Scholarship Day, University of Baltimore, Baltimore, MD.

Cohen, S. D. (2014, February). Lessons from political speechmaking: An inside look at how politicians captivate their audience members. Presentation at the University of Maryland School of Medicine, Baltimore, MD.

Cohen, S. D. (2013, October). Unlocking inspiration: Moving listeners from self-doubt to action. Presentation for the Career and Academic Resource Center, Harvard Extension School (via web conference).

Cohen, S. D. (2013, January). Connecting with your audience: Scientific messages that stick. Presentation at the Center for a Livable Future, Johns Hopkins University, Baltimore, MD.

Cohen, S. D. (2013, January). Musically speaking: Using your voice to lead. Presentation at the Crimson Toastmasters Club, Cambridge, MA.



- Cohen, S. D. (2012, June). The balcony: Where leaders are made. Presentation at the National Institutes of Health Evening Speakers Club, Bethesda, MD.
- Cohen, S. D. (2012, May). Unlocking inspiration: Moving students from self-doubt to action. Presentation at the Lilly Conference on College and University Teaching, Bethesda, MD. (Opening Plenary Session Address)
- Cohen, S. D. (2012, April). Lifting the curtain on powerful persuasive speaking. Presentation for the Career and Academic Resource Center, Harvard Extension School (via web conference).
- Cohen, S. D. (2012, April). Networking your way to success. Presentation at Graduate Research Interaction Day, University of Maryland, College Park, MD. (Plenary Session Address)
- Cohen, S. D. (2012, March). Inside impromptu speaking: How speakers deliver amazing off-the-cuff answers. Presentation for the Career and Academic Resource Center, Harvard Extension School (via web conference).
- Cohen, S. D. (2012, February). Listen up: Three ways to make your audience pay attention. Presentation for the Career and Academic Resource Center, Harvard Extension School (via web conference).
- Cohen, S. D. (2011, November). Presenting your Keystone project with polish and pizzazz. Presentation for the Honors Humanities Program, University of Maryland, College Park, MD.
- Cohen, S. D. (2011, November). Handling difficult questions: Impromptu speaking techniques that work. Presentation for the Career and Academic Resource Center, Harvard Extension School (via web conference).
- Cohen, S. D. (2011, September). Taking your audience on a first date. Presentation for the Career and Academic Resource Center, Harvard Extension School (via web conference).
- Cohen, S. D. (2011, September). Public speaking in the classroom. Presentation for the Center for Teaching Excellence, University of Maryland, College Park, MD.
- Cohen, S. D. (2011, August). The fundamentals of effective classroom communication. Presentation at the Graduate Teaching Assistant Orientation, University of Maryland, College Park, MD.
- Cohen, S. D. (2011, March). Inside persuasion: Motivating your listeners to buy. Presentation at the Warrington College of Business Administration, University of Florida, Gainesville, FL.
- Cohen, S. D. (2011, March). Master class on powerful vocal delivery. Presentation at the Bob Graham Center for Public Service, University of Florida, Gainesville, FL.
- Cohen, S. D. (2011, February). Connecting with your audience: How to create a strong bond in real time. Presentation for the Career and Academic Resource Center, Harvard Extension School

(via web conference).

Cohen, S. D. (2010, September). Public speaking in the workplace. Presentation for the Career and Academic Resource Center, Harvard Extension School (via teleconference).

Cohen, S. D. (2010, April). Lifting sights and spirits at Harvard. Presentation at Lowell House, Harvard College, Cambridge, MA.

Cohen, S. D. (2010, April). The art of inspiration. Presentation at the Bob Graham Center for Public Service, University of Florida, Gainesville, FL.

Cohen, S. D. (2010, February). Connecting with your audience. Presentation at the Career and Academic Resource Center, Harvard Extension School, Cambridge, MA.

Cohen, S. D. (2010, January). Lifting sights and spirits in public education. Presentation for the Education Policy and Management Program, Harvard Graduate School of Education, Cambridge, MA.

Cohen, S. D. (2009, April). Inspiring your audience to act. Presentation at the Warrington College of Business Administration, University of Florida, Gainesville, FL.

## **Awards and Honors**

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Dean's Award for Faculty Excellence, Johns Hopkins Carey Business School (Recognizes exemplary contributions to the school), 2018, 2019, 2020, 2021

Faculty Service and Mentorship Award, Johns Hopkins Carey Business School (Presented to a faculty member who goes above and beyond in supporting, mentoring, and educating students outside the classroom), 2019

Direct Selling Education Foundation Fellow (Funds travel to an industry conference to learn about the direct selling business model), 2019

The National Society of Leadership and Success Excellence in Teaching Award (Recognizes individuals who teach with passion and inspire students beyond the classroom, and who demonstrate dedication to developing students beyond academic qualifications), 2016

Yale Gordon College of Arts and Sciences Faculty Travel Funding, University of Baltimore (Supports travel to academic conferences to present scholarly contributions – Awarded \$7,200 to travel to five conferences), 2013, 2014, 2015 & 2016

Teaching and Learning with New(er) Technologies Fellow, University of Maryland Center for Teaching Excellence (Supports faculty who are committed to using technology to improve undergraduate learning in a particular course – Awarded \$1,500), 2013

Lilly-East Conference Grant, University of Maryland (Two-time recipient of grant covering registration and lodging for Lilly Conference on College & University Teaching in Bethesda, MD), 2012 & 2013

Jacob K. Goldhaber Travel Grant, University of Maryland (Supports graduate student travel to academic conferences – Awarded \$250), 2012

Omicron Delta Kappa Inductee, University of Maryland (Recognizes students who make outstanding contributions to campus and community life – Name engraved on ODK Fountain on McKeldin Mall), 2012

National Communication Association Caucus Student Travel Grant (Two-time recipient of travel grant for annual convention – Awarded \$550), 2011 & 2012

Department of Communication Outstanding Teaching Award, University of Maryland (Highest departmental honor for undergraduate teaching), 2011

Dean's Commendation for Distinguished Teaching, Harvard Extension School (Recognizes instructors with student evaluation scores in the top 20%), 2009, 2010, 2013 & 2014

Co-Leader, First Place Team, Harvard Kennedy School Master in Public Policy Capstone Exercise (First out of 50 teams – Invited to meet with FDA Commissioner in Washington, D.C.), 2007

Golden Key International Honour Society Graduate Scholar Award (Two-time recipient of the Society's premier scholarship for academics, leadership, and service – Awarded \$20,000), 2006 & 2012

*USA Today* All-USA College Academic First Team (Honors the top 20 college students in the nation – Awarded \$2,500), 2004

Hall of Fame Inductee, University of Florida (Highest university-wide overall honor bestowed upon top 25 graduating seniors and graduate students), 2004

Outstanding Four-Year Scholar, University of Florida (Highest university-wide honor bestowed upon graduating seniors with most outstanding scholarly activities), 2004

Outstanding Male Leader, University of Florida (Highest university-wide honor bestowed upon the most outstanding undergraduate leaders), 2004

## **Media Coverage**

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*The American Lawyer* (Quoted in an [article on the reputational risk to law firms that stay silent on vaccine mandates](#)), 2021

*Harvard Business Review* (Quoted in an [article on why to stop scripting your speeches](#)), 2021

*Washington City Paper* (Quoted in an [article on why businesses disclose COVID-19 results on social media](#)), 2020

*Forbes* (Quoted in an [article on how Boeing can woo back terrified consumers](#)), 2020

*The Nikkei* (Featured in [“view of an expert” post-debate commentary](#)), 2020

*Toronto Star* (Quoted in an [article on the Pence-Harris vice presidential debate](#)), 2020  
[This article also appeared in Yahoo! News, MSN News, and several local Canadian newspapers.]

The Associated Press (Quoted in an [article on leaders’ United Nations video backgrounds](#)), 2020  
[This article also appeared in *The Washington Post*, Voice of America, Yahoo! Life & MSN News, among other publications.]

*Forbes* (Quoted in an [article on Pokémon’s Twitter marketing failure](#)), 2020

*Carey Business* (Featured in an [article on effective uses of language and rhetoric](#)), 2020

The HUB at Johns Hopkins (Featured in an [article on how leaders inspire through their words](#)), 2020

*Vanity Fair* (Quoted in an [article on Joe Biden’s verbal ticks during the presidential debate](#)), 2019

*¡Hola!* (Quoted in an [article on guidelines for overcoming public speaking panic](#)), 2018

NBC News (Featured in a [video on why we say “umm” and how to avoid it](#)), 2018

*The Harvard Crimson* (Quoted in an [article on the place of spoken rhetoric in the curriculum](#)), 2017

*Inc.* (Quoted in an [article on the importance of pausing regularly when talking](#)), 2017

*New York Magazine* (Quoted in an [article on saying filler words and also sounding smart](#)), 2016

*Quartz* (Quoted in an [article on learning how to use filler words better](#)), 2016

*Inc.* (Quoted in an [article on how to instantly ruin a good first impression](#)), 2016

*BBC News* (Quoted in an [article on eliminating filler words in business conversations](#)), 2016

*HuffPost* (Research featured in an [article on effective listening and uncivil discourse](#)), 2016

*Lifehacker* (Quoted in an [article on how fillers words can be used to your advantage](#)), 2016

*Baltimore Magazine* (Quoted in an [article on the presidential candidates’ speaking styles](#)), 2015

*Slate* (Quoted in an [article on the importance of taking a public speaking class](#)), 2015

*Student Health 101* (Quoted in an [article on speaking like a pro](#)), 2014

*University of Baltimore Magazine* (“[Meet a Faculty Member: Steven D. Cohen](#)”), 2014 ([Web Extras](#))

*The Baltimore Sun* (Quoted in an [article on University of Baltimore’s president, Kurt Schmoke](#)), 2014

BBC Radio 4 (Featured in the radio documentary, “[Churchill’s Secret Cabinet](#)”), 2013

*The Baltimore Sun* (Quoted in an [article on commencement speeches](#)), 2013

*Financial Times* (Quoted in an [article on nurturing charisma](#)), 2013

## **Research and Teaching Grants**

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Co-Principal Investigator, Teaching Innovation Fund Award (Funds pilot study of two technology-driven teaching innovations: an online case simulation and a cloud-based presentation feedback tool), Johns Hopkins Carey Business School: \$1,700, 2018–2019

Principal Investigator, Yale Gordon College of Arts and Sciences Summer Grant (Funds travel to Gutman Library at the Harvard Graduate School of Education to conduct research on goal setting in higher education), University of Baltimore: \$2,440, 2016

Principal Investigator, Yale Gordon College of Arts and Sciences Summer Grant (Funds travel to Gutman Library at the Harvard Graduate School of Education to conduct research on the history of communication education training), University of Baltimore: \$1,000, 2015

Principal Investigator, Yale Gordon College of Arts and Sciences Summer Grant (Funds travel to Baker Library at Harvard Business School to conduct research on public relations leadership), University of Baltimore: \$2,000, 2014

Co-Principal Investigator, “Moving Maryland Forward” Grant (Funds year-long diversity training program for Oral Communication Program instructors), Office of Diversity & Inclusion, University of Maryland: \$13,000, 2013–2014

Co-Principal Investigator, “Rise Above” Campaign Grant (Funds diversity awareness workshop for Oral Communication Program instructors), Office of Diversity & Inclusion, University of Maryland: \$750, 2013–2014

## **Service**

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### **National/International**

Judge, Direct Selling Association Awards Program, 2019  
Served as a judge for the Association's national award for "Excellence in Incentives/Recognition/Personal Development"

Consultant, Public Speaking DSST Examination, 2013 & 2020  
Wrote and reviewed test items for Prometric-sponsored DSST exam that enables students to earn college credit for an introductory public speaking course

International Leadership Council Alumni Member, Golden Key International Honour Society, 2008–2010  
Served on global governing body that oversees academic integrity of the Society and supervises all chapter activity; represented interests of 1.7 million alumni members from over 150 countries

### **Communication Discipline**

Member, Blue Ribbon Task Force on Effective Conference Presentations, National Communication Association Training and Development Division, 2019  
Developed strategies and resources to improve the quality of NCA conference presentations; launched "pop-up" communication center at the annual convention that provides free coaching for faculty and student presenters

Chair, National Communication Association Training and Development Division Awards Committee, 2017–2018; Committee Member, 2016–2017  
Reviewed nominations for Rising Star Award, Outstanding Service Award, Professional Achievement Award & Lifetime Achievement Award

Faculty Mentor, National Communication Association Training and Development Division Mentoring Program, 2016–2017

Reviewer, Training and Development Division, 2014 & 2018; Basic Course Division, 2012–2014; Instructional Development Division, 2012–2013, National Communication Association

Manuscript Reviewer, *International Journal of Listening*, 2012

Manuscript Reviewer, *Communication Quarterly*, 2011

### **Baltimore Region**

Member, Baltimore Community Foundation LGBTQ Fund Advisory Committee, 2019–2022  
Recommended grants from the fund to organizations supporting the LGBTQ community (with an initial focus on supporting programs and initiatives for vulnerable youth); established policies and procedures that will guide the fund in perpetuity

Member, Racial Equity & the Future of the Baltimore Region (sponsored by The Aspen Institute's

Roundtable on Community Change), 2013–2016

Discussed the legal and social history of race; explored efforts to combat structural racism and promote racial equity in the Baltimore region

### **Johns Hopkins University**

Judge, Homewood Postdoctoral Association Elevator Pitch Competition Finals, 2021

Served as a judge for the Association’s inaugural elevator pitch finals

Member, Department of Medicine & Whiting School of Engineering Research Retreat Committee, 2019–

Led communication training and coaching program for faculty delivering lightning talks at the “Spotlight on Research” sessions

### **Johns Hopkins Carey Business School**

Member, Faculty Diversity Initiative Action Plan Committee, 2020–

Advised the Dean on efforts related to Carey’s Faculty Diversity Initiative Action Plan; provided input on divisional goals and divisional strategies to achieve faculty diversity goals

NEXT Initiative Faculty Mentor, 2020–2021

Helped MBA students develop a unique professional narrative that distinguishes them as business leaders; served on an advisory team committed to the students’ professional growth

Faculty Mentor, 2019–2020; 2022–

Served as faculty mentor for two assistant professors of practice (in their first or second year)

Member, Diversity and Inclusion Committee, 2019–2020

Engaged faculty, staff, and students in programming to build community and foster a sense of belonging at the school

Student Commencement Speaker Faculty Coach, 2019 & 2022

Helped student speaker develop and practice address for the spring commencement ceremony

Chair, Business Communication Faculty Search Committee, 2019; Committee Member, 2022

Led effort to identify and recruit new business communication faculty members

Member, Science of the Marketplace MBA Committee, 2018–2019

Worked with faculty and administrators to define the new MBA program concept, create program-level learning objectives, and design the curriculum

Member, Academic Ethics Board, 2018–2021

Participated in hearings and adjudicated reports of alleged violations of the Academic Ethics Policy

Faculty Mentor, Business Case Competitions, 2018–2019

Helped student teams prepare written proposals and reports; coached teams on their pitch presentations; hosted case competition preparation workshops

Member, Content Sharing Working Group, 2018–2019

Established guidelines to govern how faculty-generated content in online and offline courses is shared across the school

Member, Carey Student Awards Selection Committee, 2018

Reviewed nominations for the five annual student awards (Carey Excellence in Leadership Award, Carey Community Builder Award, Carey's Mission in Action Award, Carey Brand Ambassador Award & Carey Networking Award)

Member, Teaching & Learning Faculty Advisory Committee, 2017–

Advised the Vice Dean for Faculty & Research on processes and best practices related to teaching and learning; explored topics such as faculty development and support, online education, policy development, and classroom technology

## **University of Baltimore**

Faculty Fellow, William Donald Schaefer Center for Public Policy, 2015–2017

Developed the Certificate in Professional Presentation Skills, a four-week-long curriculum that guides participants through the verbal and nonverbal techniques that are essential for delivering a compelling professional presentation

Member, Council on Research, Scholarship, and Creative Activity, 2015–2017

Provided recommendations to senior administrators on enhancing the visibility of research activity; facilitated and supported student research at the undergraduate and graduate levels

Member, Career Advisory Board, Career and Professional Development Center, 2014–2017

Supported the Center's efforts to enhance its programs and services, and better equip students to enter and succeed in the workforce

Student Commencement Speaker Coach, 2014–2017

Helped student speakers structure and refine their speeches for the fall and spring commencement ceremonies

Member, Planning Committee for REDTalks: Research Engagement Day, 2015–2016

Assisted with planning a campus-wide scholarship day to promote faculty research

Faculty Mentor, Professional Development Institute, 2013–2015

Helped mentee identify her career goals, rewrite her cover letter/resume, and improve her networking/interviewing skills

Member, Selection Committee for Student Affairs Awards, 2014

Reviewed nominations for Mid-Level Student Affairs Professional Award & Graduate Assistant Rising Star Award



Member, Selection Committee for Who's Who Among Students in American Universities & Colleges, 2014  
Selected undergraduate and graduate students based on leadership, community service, and campus involvement

## **University of Maryland**

Member, Oral Communication Assessment Project Committee, 2012–2013  
Assisted with implementation of standardized rubric as a tool for assessing general education learning outcomes for oral communication

Committee Chair, Communication Pedagogy in Practice Series, 2011–2012  
Launched bi-monthly workshop series to enhance focus on classroom teaching; invited speakers to present discussion-based workshops on innovative teaching strategies and pedagogical issues

Graduate Admission Ambassador, 2011–2012  
Conversed with prospective applicants and admitted students about the doctoral program, graduate student culture, and campus life; represented Department on New Admit Day graduate student panel

Volunteer, University Career Center Resume and Mock Interview Clinic, 2011–2012  
Helped undergraduate campus leaders craft compelling resumes and improve their ability to communicate effectively in an interview setting

Graduate Student Government Mentor, 2010–2012  
Conversed with undergraduates about applying to graduate school, conducting scholarly research, and cultivating relationships with faculty members

Center for Teaching Excellence International Teaching Fellow Mentor, 2011  
Helped two international teaching assistants improve their overall effectiveness in the classroom; assessed each mentee's teaching style and designed individual action plans  
(Competitively Selected Position – Awarded \$500)

Member, *Teaching Resource Guide* Review Committee, 2011  
Provided feedback on comprehensive undergraduate education teaching guide

## **Work Experience**

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President, Summit Presentations, 2016–  
Developed custom training programs to help managers and employees communicate their ideas with influence; prepared senior leaders to deliver high-stakes presentations

Public Speaking Consultant & Trainer, Self-Employed, 2009–2016

Delivered interactive programs and workshops that helped participants improve their public speaking skills; worked with senior leaders in the private, public, and nonprofit sectors

Senior Consultant, Strategy & Change Practice, IBM Global Business Services, 2008–2009  
Designed and implemented organizational change and communications strategies for global financial services firms to enable future growth; advised senior executives on communication strategy, message content, and message delivery

Assistant Vice President & Global Client Services Assistant Manager, Bank of America, 2006  
Managed, coached, and evaluated 13 senior advisors and consultants who set up complex treasury services for large corporate and middle market clients; awarded Spirit Medallion for significant bank-wide contributions

Business Support Manager, Global Client Services, Bank of America, 2005–2006  
Managed strategic initiatives that closed performance gaps across Global Client Services organization; earned Six Sigma Green Belt with Design for Six Sigma Certification

Treasury Management Analyst, Global Treasury Services, Bank of America, 2004–2005  
Led high-impact initiatives during rotations through Global Treasury Services organization; only analyst promoted directly to manager

## **Professional Affiliations**

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### **Professional Development**

QPR Suicide Prevention Training, 2022  
Participated in training session on suicide awareness and prevention

Certified Microsoft Innovative Educator, 2021  
Learned how to use several Microsoft tools in the classroom to enhance student learning

Preparing for Success in the Remote Classroom, 2020  
Participated in half-day workshop on transitioning course activities and assessments to the remote classroom, and maximizing learning and engagement in remote class sessions

Harvard Business Publishing Case Method Teaching Seminar, 2019  
Participated in one-day workshop on developing a case teaching plan, leading class discussions, and evaluating student performance

Price-Babson Symposium for Entrepreneurship Educators, 2019  
Participated in four-day conference on teaching entrepreneurship and developing entrepreneurial leaders

Penn Summit on Responding to Racism on College and University Campuses, University of Pennsylvania Center for the Study of Race and Equity in Education, 2015

Participated in online seminar for college faculty on race-consciousness in classrooms and course curricula

“Working with Students with Disabilities” Training, University of Baltimore, 2014  
Participated in online training module on supporting students with disabilities

“At-Risk” Gatekeeper Training, University of Baltimore, 2014  
Completed online training simulation on identifying/approaching students in distress, discussing concerns with students in an appropriate manner, and making an effective referral to support services

Building Future Faculty Program, North Carolina State University, 2013  
Participated in two-and-a-half day, all-expenses-paid workshop for doctoral students/post-doctoral scholars who are interested in pursuing academic careers and committed to promoting diversity in higher education

University of Maryland Writing Project Open Institute, 2011  
Participated in summer institute focused on teaching academic writing and using writing to advance multidisciplinary learning (Named Teacher-Consultant – Awarded \$1,000)

University Teaching and Learning Program, University of Maryland, 2010–2011  
Participated in university-wide professional development program designed to bolster intellectual engagement in college teaching

### **Professional Associations**

National Communication Association

Toastmasters International (Advanced Toastmaster & Competent Leader)

Beta Gamma Sigma (Lifetime Member)

### **Languages**

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Fluent in English and Spanish