PATRICIA GOODMAN, Ed.D.

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***Experienced leader and non-profit professional with expertise in analyzing, benchmarking, communication and customer service skills, project management, curriculum design, professional development training and vocational rehabilitation***

**Instructional and Training Experience**

**Northeastern University**, College of Professional Studies Boston, MA 2015 - present

**Assistant Teaching Professor**

* Collaboratively designed, developed, and evaluating a recruitment & selection process and faculty evaluation process for the Master of Science Corporate and Organizational Communication program.
* Lead Faculty for CMN 6000 Introduction to Organizational Communication, Instructor for Ethics in Communication, Intercultural Communication, Communication Assessment, and Group Dynamics for MS Corporate and Organizational Communication program.
* Appointed as Vice-Chair for 2016 and Chair 2017 Faculty Development Conference planning committee and member of Faculty Development and Support Committee
* 2017 Faculty Academic Council member and voted Member-at-large
* Developed a new graduate concentration Cross-cultural Communication

**P.A.G. Coaching & Associates** Cambridge, MA 2014 – present

**Principal Consultant**

* Conduct professional speaking training sessions through US Consulate in Ho Chi Minh City, Vietnam.
* Facilitate professional development training and counsel non-profit leaders and Board of Directors through the S.W.O.T. mission, vision, strategy, and marketing research projects.

**Northeastern University**, College of Professional Studies Boston, MA 2011 - 2015

**Adjunct Professor**

* Designed blended undergraduate and graduate courses with online elements, online and on-ground courses for a population of diverse adult learners and international cohorts.
* Develop & instruct Intercultural Communication, Crisis Communication, Leadership Benchmarking - Coaching, Leading Teams, and Professional Speaking.

**Webster University**, Master of Arts Human Resource Management Ocala Campus, FL 2005 - 2006

**Adjunct Professor**

* Develop & Instruct blended graduate courses with online elements: Organizational Development & Change, Group Development, and Introduction to Human Resource Development.

**Marion County Public Schools**, Dunnellon High School Dunnellon, FL 2001 - 2006

**Educator:** **Credit Recovery Academy Lab Manager, Algebra Instructor**

* Increased at-risk student graduation rates by 87%, taught online courses, along with a GED program. **Awarded Best Buy Grants for e-learning and *Preparing At-Risk Students for the Workplace*.**
* Lead 12th Grade Teachers included facilitating team goals, collaborating on at-risk students across disciplines to enhance student employment opportunities.

**The Centers** (Formally: Marion-Citrus Mental Health Center) Ocala, FL 1994 – 2001

**Human Resource Director promoted from Community Support Services Director**

* Benchmarked, created, and delivered new employee orientation program and procedures manual, in addition to new Board of Directors membership orientation program.

**Community Support Services Director**

* Collaborated with Medical Director to develop and deliver *Mental Illness VS Mental Health* training program to Ocala Police Department and Citrus County Sheriff Department.
* **Presented the Marion County *Diverting Non-violent Mentally Ill Offenders to Treatment* plan to the State of Florida congressional committee; which resulted in funding and adoption by the state.**

**Administrative Leadership Experience**

**Harvard University,** Research Computing Cambridge, MA September 2015 – December 2015

**Consultant – Communication and Systems**

* Developing communication systems and facilitating a scheduling process, additionally generating a stakeholder plan to enhance coordination internally and externally for the department.

**Harvard University, Office for Sustainability** Cambridge, MA June 2015 – September 2015

* Developed an engagement tracking system and stakeholder plan for dynamic use across Harvard University for sustainability communications.

**Harvard University, T. H. Chan School of Public Health** Boston, MA 2014 – 2015

* Supported Office of External Relations with customer service, information system needs in Advance Common Alumni Affairs & Development System.
* Completed screenings for fundraising prospect development on Board of Director and institutions.
* Created reports and templates for giving metrics and donor analysis.

**Harvard University**, Graduate School of Education, Programs in Professional Education and WIDE World Cambridge, MA 2006 - 2014

**Associate Director of Program Delivery**

* Supervise eight staff in planning and execution of executive education program delivery with total budget of approximately $10 million.
* Collaborate with senior leadership team and stakeholders to promote team communication.

**Finance Administrator**

* Collaboratively streamline systems and communication for participant cancellations to benefit all stakeholders from school districts, enrollment, and program delivery to financial reconciliation.
* Recognized for leadership in Co-Leading an interdepartmental process improvement project, On-boarding Staff and Faculty at the Graduate School of Education.

**Finance Associate**

* Successful development and execution of a Cisco Grant funding approximately $30,000 for learners to attend Harvard Graduate School of Education Programs in Professional Education.
* Improved internal systems and communications with external stakeholders for Accounts Receivables by increasing collections to 85% prior to program start.

**The Centers** (Formally: Marion-Citrus Mental Health Center) Ocala, FL 1994 – 2001

**Human Resource Director**

* Successfully developed and implemented programs promoting recognition, retention, centralized recruiting and hiring, along with professional development, decreasing staff turnover by approximately 20% in key positions.
* Demonstrated strategic leadership & collaboration developing compliance regulations, policy revisions, competencies, and related training programs. Awarded a rating of Excellence for HR process and procedure by Joint Commission on Accreditation of Healthcare Organizations (JCAHO).
* Created educational reimbursement program to encourage staff learning and development.

**Community Support Services Director**

* Managed five programs responsible for training staff and a budget approximated at $2 million, Marion Adult Services: Medication Clinic and Case Management (CM), Marion Children’s CM, Citrus Adult & Children’s CM, Marion & Citrus Counties Adult Day Treatment. Five direct reports and 70 staff servicing approximately 470 mentally ill clients.

**Case Management Supervisor**

* Supervised approximately 30 staff conducted weekly staff meetings and regular training.
* Presented on mental health and case management to various agencies such as: Department of Children and Families Services, Department of Corrections, and Ocala Police Department.

**Education**

**Doctor of Education, 2004**

The George Washington University, Washington, D.C.

Executive Leadership Program with emphasis in Organizational Diagnosis and Adult Learning

Dissertation considered the effect of learner autonomy in a team learning process.

**Master of Liberal Arts, 2013**

Harvard University Extension School, Cambridge, MA

Concentration in Management and Information Systems Management

**CQ Certified Facilitator, 2015** Cultural Intelligence Center, Holt, MI

**Certificate of Completion in Fundamentals of E-Learning, 2011**

Northeastern University, Boston, MA

**Professional Affiliations and Community Services**

Association for Talent Development – 2014- present

Academy of Human Resource Development, Conference Proposal Reviewer – 2011, 2015, 2017

Eastern Academy of Management, Conference Proposal Reviewer - 2012, 2013, 2014

Philanthropic Educational Organization (PEO) - 1986 – present

Officer Positions held: President, Corresponding Secretary, Chaplain, Guard, Chairperson: Educational Loan Fund Committee, Program Committee, Program for Continuing Education Committee, Social Committee, and Ways and Means Committee

US Education Consulate Ho Chi Minh City, Vietnam – 2015 Professional Speaking for the public (3 sessions)

Vineyard Living Stories Playback (Improv based theater), Founding member - 2012 – 2015

**Presentations and Publications**

Several blog postings in Communications Alumni Network <https://www.northeastern.edu/orgcomm/>

Goodman, P. and Conn, K. (2017) Global Citizenship: Identification Transcending One's Geography. Tenth

Global Studies Conference. National University of Singapore, Singapore.

Goodman, P. (expected publication date December 2016). In Victor Wang (Ed) Organizational Learning: The exploration of work culture. Encyclopedia of Strategic Leadership and Management. Hersey, PA: Information Science Reference.

Goodman, P., Conn, K., & Rosca, C. (2016) Pilot Study: Cultural awareness assessment, virtual simulation, experimentation, and reflection. Northeastern University Faculty Development Conference. Boston, MA.

Goodman, P., Larson, K., & Low, A. (2016) Intergenerational and Cross-Cultural Communication: Influence Transformative Learning. 12th International Transformative Learning Conference. Pacific Lutheran University, Tacoma, WA.

Goodman, P (July 2015 Issue) Transnational Teaching, Offering Experiences Beyond the Classroom. College of Professional Studies Faculty Newsletter. Online Publication through Northeastern University, Boston, MA.

Goodman, P., Ellinger, C. & Mount, M. (Fall 2014). Transformative Learning Through Fluid Sculpture. 11th International Transformative Learning Conference. Columbia University, New York City, NY.

Goodman, P. (Fall 2014). Cross Generational Transformative Learning Through Storytelling. 11th International Transformative Learning Conference. Columbia University, New York City, NY.

Goodman, P (Fall 2014) Applying Adult Learning Theory to Self-directed Assignments. Northeastern University Faculty Development Conference. Boston, MA.

Goodman, P (Spring Issue 2013) Community in Discussion Forums. Faculty Exchange. Online Publication through Northeastern University, Boston, MA.

Goodman, P. & Ganzenmuller, W. (2011). Implementation Process of a New Online Training Development: Harvard University and Eureka. In Deborah Waddill & Michael J. Marquardt (Eds.) eHR Handbook. Nicholas Brealey Publishing.

Goodman, P., Ganzenmuller, W. & Szabla, D. (Spring 2011). Workplace Learning: How learning online is impacting the organization. 48th Annual Meeting of the Eastern Academy of Management. Suffolk University in Boston, MA.

Goodman, P. (Fall 2010). Workplace Learning: What should be considered when implementing information systems? New Horizons Research Conference: Celebrating 40 years of Learning. The George Washington University, Ashburn, VA.

Goodman, P. (Fall 2009). Understanding the 2008 U.S. Presidential Election as a Transformational Learning Process: Implications for Educators to Promote Diversity. 8th International Transformative Learning Conference, Hamilton, Bermuda.

Goodman, P. & Chalofsky, N. (2005). Exploratory research on the effect of autonomous learners to team learning within healthcare systems. In M.A. Rahim, R.T. Golembiewski (Eds.), Current topics in management (Vol.10). New Brunswick: Transaction Publishers.

Goodman, P. & Robinson, S. (Summer 2005). Team learning in an orchestra: A metaphor for team learning in an organization. The Twelfth International Conference on Learning. University of Granada, Granada, Spain.