

CLAUDIA J. FERRANTE

Curriculum Vitae

(As of August 2010)

United States Air Force Academy
Department of Management
HQ USAFA/DFM
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USAF Academy, CO 80840
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EDUCATION: Carnegie Mellon University – Pittsburgh, Pennsylvania

Ph.D., Organizational Behavior, 2003

H. John Heinz, III School of Public Policy and Management

Area of Concentration: Organizational Behavior/Human Resource Management

Dissertation: *To Share Or Not To Share: How Providing Financial Information To Employees Affects Their Behaviors And Perceptions*

Master of Public Policy and Management, December 2001

H. John Heinz, III School of Public Policy and Management

University of Michigan – Ann Arbor, Michigan

Inter-university Consortium for Political and Social Research Attendee

Summer Program in Quantitative Methods, (July 1999)

General Structural Equation ("LISREL") Models

University of Pittsburgh - Pittsburgh, Pennsylvania

Master of Business Administration, April 1990

Joseph M. Katz Graduate School of Business

Master of Health Administration, April 1990

Graduate School of Public Health

Bucknell University – Lewisburg, Pennsylvania

Bachelor of Science, May 1988

Major: Biology

Minors: Mathematics and Education

HONORS: **Most Innovative Session Award, 2009**
Southern Management Association's Annual Conference

McDermott Award for Excellence in Social Sciences and Humanities Research, 2009
United States Air Force Academy, CO

Outstanding Academy Educator Award, 2006
Department of Management, United States Air Force Academy, CO

Organizational Behavior Teaching Society Honor Roll Award, 2006
Annual Meeting of the Organizational Behavior Teaching Society, Rochester, NY

Carl A. Janssen Award, Department of Management, 2004
United States Air Force Academy, CO

James R. Woody Outstanding Instructor Award (Upper Level), 2003
United States Air Force Academy, CO

OB/OMT/ODC Doctoral Consortium, 2000
Annual Meeting of the Academy of Management, Toronto

HR Doctoral Consortium, 1999
Annual Meeting of the Academy of Management, Chicago

TEACHING **United States Air Force Academy – USAF Academy, Colorado**

EXPERIENCE: **Professor, Department of Management (July 2009 – Present)**

Fall 2010 – MGT 400: Management and Command

Spring 2010 – MGT 448: Power and Influence

Fall 2009 – MGT 303: Management Perspectives

Associate Professor, Department of Management (July 2005 – June 2009)

Spring 2009 – MGT 448: Power and Influence

Fall 2008 – MGT 303: Management Perspectives

Spring 2008 – MGT 361: Human Managerial Systems, II – **Course Director**

Fall 2007 – MGT 345: Human Managerial Systems, I – **Course Director**

Spring 2007 – Maternity Leave

Fall 2006 – MGT 303: Management Perspectives

Spring 2006 – MGT 361: Human Managerial Systems, II – **Course Director**

Fall 2005 – MGT 345: Human Managerial Systems, I

Assistant Professor, Department of Management (June 2002 – June 2005)

Spring 2005 – MGT 361: Human Managerial Systems, II – **Course Director**

Fall 2004 – MGT 345: Human Managerial Systems, I
Fall 2004 – MGT 499: Independent Study – **Course Director**
Spring 2003 – MGT 361: Management of Human Resources – **Course Director**
Fall 2003 – MGT 345: Organizational Behavior – **Course Director**
Fall 2003 – MGT 499C: Seminar in Applied Management Principles – **Course Director**
Spring 2003 – MGT 361: Management of Human Resources
Fall 2002 – MGT 345: Organizational Behavior

Carnegie Mellon University - Pittsburgh, Pennsylvania

Adjunct Faculty Member, (January 2001 – May 2002)

Designed and taught “Organizational Management” in the Master of Public Policy and Management and the Master of Science in Information Technology programs.

University of Pittsburgh - Pittsburgh, Pennsylvania

Adjunct Faculty Member, (Summer 2001)

Taught “Interpersonal Skills for Managers” in the Master of Business Administration program.

La Roche College - Pittsburgh, Pennsylvania

Adjunct Faculty Member, (January 2000 – May 2001)

Designed and taught “Costing of Human Resources” and “International Human Resource Management” in the Master of Human Resources program.

Robert Morris College - Pittsburgh, Pennsylvania

Adjunct Faculty Member, (August 1994 – December 1999)

Designed and taught “Healthcare Finance” in the Master of Business Administration program & “Financial Management in Healthcare” in the undergraduate program.

Lectured biannually on “Financial and Information Management” to executives pursuing a Certificate in the Management of Human Services Organizations.

SCHOLARSHIP:

Peer-reviewed Scholarly Publications

Ferrante, C. J., Ng, E., Magala, S., Haq, R., Susaeta, L., Nkomo, S., Booyesen, L., & Lillevik, W. (forthcoming in 2011). Diversity in Multicultural Organizations. In C. Wankel (Ed.), *Management Through Collaboration: Teaming in a Networked World*. Florence, KY: Routledge.

Ferrante, C. J. (2009). The Peer Adventure: An Exercise in Confirming or Refuting Perceptions of Self and Others. In *Proceedings of the Organizational Behavior Teaching*

Conference. Charleston, South Carolina.

Ferrante, C. J. (2008). Book Review. *Human Resource Management*, 47(3), 659-661.

Welbourne, T. M. & **Ferrante, C. J.** (2008). To Monitor or Not To Monitor: A Study of Individual Outcomes From Monitoring One's Peers Under Gainsharing and Merit Pay. *Group and Organization Management*, 33(2), 139-162.

Ferrante, C. J. & Maue, B. E. A. (2007). Antecedents to and Outcomes of Trust: The Importance of Workers' Perceptions. In *Proceedings of the Southern Management Association*. Nashville, Tennessee.

Welbourne, T. M., Cycyota, C. S. & **Ferrante, C. J.** (2007). Wall Street Reaction to Women in IPOs: An Examination of Gender Diversity in Top Management Teams. *Group and Organization Management*, 32(5), 524-547.

Cycyota, C. S. & **Ferrante, C. J.** (2007). Guest Editor's Note: Human Resources and Leadership Lessons from the Military. *Human Resource Management*, 46(1), 1-4.

Boswell, W., Cycyota, C. S. & **Ferrante, C. J.** (2007). Book Review Editor's Note. *Human Resource Management*, 46(1), 169-170.

Weeks, M. R. & **Ferrante, C. J.** (2007). Outsourcing, Innovation, and HRM Practices in the Firm. In *Proceedings of the Western Academy of Management Annual Meeting*. Missoula, Montana.

Ferrante, C. J., Green, S. & Payne, B. (2006). Transparency of Financial Information to Improve Ethical Climate: Truth is the Language of Business. In *Proceedings of the International Academy of Business and Economics - 2006 Annual Conference, Las Vegas*, 2(1), 159-163.

Ferrante, C. J., Green, S. G. & Forster, W. R. (2006). Getting More out of Team Projects: Incentivizing Leadership to Enhance Performance. *Journal of Management Education*, 30(6), 788-797.

Ferrante, C. J. (2006). Innovative Sharing: Shared Accounting Information as a Facilitator of Trust and Performance. *Journal of Engineering and Technology Management*, 23(1-2), 54-63.

Ferrante, C. J. & Cycyota, C. S. (2005). Dealing with Personalities to Get Ahead. *International Human Resource Information Management*, April/May.

Ferrante, C. J. (2004). The Necessity of Sharing: The Impact of Shared Financial Information on Worker Values. In *Proceedings of the Ninth Bi-Annual Conference of the*

International Society for the Study of Work and Organizational Values. New Orleans.

Ferrante, C. J. & Rousseau, D. M. (2001). Bringing Open-Book Management into the Academic Line of Sight: Sharing the Firm's Financial Information with Workers. In C.L. Cooper and D.M. Rousseau (Eds.), *Trends in Organizational Behavior*, 8, 97-116.

Other Scholarly Publications

Green, S., Heppard, K., & **Ferrante, C.** (2010). Education-Oriented Research. *The USAFA Educator*, 18(3), 22.

Cycyota, C., & **Ferrante, C.** (2010). Women in Networks – WIN! *The USAFA Educator*, 18(3), 23.

Ferrante, C. J. (2009). Air Force Chief of Staff Climate Survey Results. HQ AFMA/MAP Technical Report.

Parco, J. & **Ferrante, C. J.** (2006). Curriculum Inputs to the DFM Strategic Planning Initiative: A Review of DFM's Curriculum.

Ferrante, C. J. & Hopkins, S (2006). Air Force Chief of Staff Climate Survey Results. HQ AFMA/MAP Technical Report.

Ferrante, C. J., Hopkins, S., Murnieks, C. Y. & Capps, Chuck (2004). Air Force Chief of Staff Climate Survey Results. HQ AFMA/MAP Technical Report.

Scholarly Presentations

Knapp, K. J., & **Ferrante, C. J.** (2010). Information Security Program Effectiveness Across High and Low Task Interdependence Environments. Annual Meeting of the Southern Management Association, St. Pete Beach, Florida.

Jordan, R. A., **Ferrante, C. J.**, & Cycyota, C. S. (2010). Assurance of Learning and Student Engagement: A Multi-Faceted Approach. Annual Meeting of the Southern Management Association, St. Pete Beach, Florida.

Knapp, K. J., & **Ferrante, C. J.** (2010). Information Security Program Effectiveness Across High and Low Task Interdependence Environments. OCIS International Paper Development Workshop of the Annual Meeting of the Academy of Management, Montreal, Canada.

Klarsfeld, A., Bendl, R., Combs, G., Cornet, A., **Ferrante, C.**, Haq, R., Hsu, C., Hofmann, R., Koall, I., Lillevik, W., Ng, E., Nkomo, S., Ortlieb, R., Ozbilgin, M., Sieben, B., Syed, J., Tali, A., & Zanoni, P. (2010). The regulation of diversity management: towards a typology. Annual Meeting of the Academy of Management, Montreal, Canada.

Ferrante, C. J. (2010). Designing Courses that Engage Difference. Annual Teaching Conference for Management Educators, Albuquerque, New Mexico.

Johnson, O. E., **Ferrante, C. J.**, & Cycyota, C. S. (2009). What's My Line? The YouTube Edition. Annual Meeting of the Southern Management Association, Asheville, North Carolina.

Ng, E. S., **Ferrante, C. J.**, Bendl, R., Booyesen, L., Haq, R., Corwin, H., Nkomo, S., Quental, C., & Susaeta, L. (2009). Caucus on Public Policy on Equal Treatment. Annual Meeting of the Academy of Management, Chicago, Illinois.

Ferrante, C. J. (2009). The Peer Adventure: An Exercise in Confirming or Refuting Perceptions of Self and Others. Annual Meeting of the Organizational Behavior Teaching Conference, Charleston, South Carolina.

Maue, B. E. A., Murnieks, C. Y., & **Ferrante, C. J.** (2008). Going to War to Keep Up With the Joneses: Questions about Earnings and U.S. Military Pilot Service. Annual Meeting of the Academy of Management, Anaheim, California.

Johnson, O. E., **Ferrante, C. J.**, Rossette, A., Dumas, T., & ogilvie, dt. (2008). Professional Image Construction and Culturally-influenced Grooming Choices. Annual Meeting of the Academy of Management, Anaheim, California.

Wankel, C., **Ferrante, C. J.**, et al. (2008). Leading and Managing for Global Sustainability: A Conversation for Possibility and Action. Annual Meeting of the Academy of Management, Anaheim, California.

Wankel, C., **Ferrante, C. J.**, et al. (2008). Making Large Global Collaborations Succeed. Annual Meeting of the Academy of Management, Anaheim, California.

Maue, B. E. A. & **Ferrante, C. J.** (2008). Developing and Evaluating Critical Thinking within Your Students. Teaching for a Change Annual Conference, Park City, Utah.

Ferrante, C. J. & Maue, B. E. A. (2007). Antecedents to and Outcomes of Trust: The Importance of Workers' Perceptions. Annual Meeting of the Southern Management Association, Nashville, Tennessee.

Weeks, M. R. & **Ferrante, C. J.** (2007). Outsourcing, Innovation, and HRM Practices in the Firm. Annual Meeting of the Western Academy of Management, Missoula, Montana.

Ferrante, C. J., Green, S. & Payne, B. (2006). Transparency of Financial Information to Improve Ethical Climate: Truth is the Language of Business. Annual Meeting of the International Academy of Business and Economics. Las Vegas.

Ferrante, C. J. (July, 2006). Outcomes of the 2005 Air Force Climate Survey Results. Briefing to the Rand Corporation, Washington, D.C. and Santa Monica, CA.

Ferrante, C. J. & Keskel, K. (February, 2006). 2005 Air Force Climate Survey Results. Briefing to the Secretary of the Air Force, Washington, D.C.

Heppard, K.A., Cycyota, C.S. & **Ferrante, C. J.** (August, 2005). Emerging Collaborative Options for Management E-media: The Role of the MED Newsletter. Annual Meeting of the Academy of Management, Honolulu.

Ferrante, C. J., Green, S. G. & Forster, W. R. (March, 2005). Getting More Out of Team Projects: Incentivizing Leadership to Enhance Performance. Department of Management Research Colloquium.

Ferrante, C. J. (August, 2004). The Necessity of Sharing: The Impact of Shared Financial Information on Worker Values. Ninth Bi-Annual Meeting of the International Society for the Study of Work and Organizational Values, New Orleans.

Ferrante, C. J. (August, 2004). Open-Book Management and Worker Values: A Framework of Shared Information and Worker Performance. Ninth Bi-Annual Meeting of the International Society for the Study of Work and Organizational Values, New Orleans.

Ferrante, C. J. & Murnieks, C. Y. (April, 2004). Outcomes of the 2003 Air Force Chief of Staff Climate Survey. Department of Management Research Colloquium.

Ferrante, C. J. (August, 2003). What Makes It Fair? Examining the Criteria Used to Determine Expatriate Compensation Fairness. Annual Meeting of the Academy of Management, Seattle.

Ferrante, C. J. (April, 2003). To Share or Not To Share: How Providing Financial Information to Employees Affects Their Behaviors and Perceptions. Department of Management Research Colloquium.

Other Scholarly Work

Chair and Discussant, Paper Session on Influencing Business Student Behaviors. Southern Management Association Annual Meeting, Asheville, NC (2009)

Executive Committee on Teaching for the Academy of Management (2009 – Present)

Board of Reviewers, *Attitudes Aren't Free: Thinking Deeply about Diversity in the US Armed Forces* (2010)

Chair, Paper Session on Considering the Complexity of Multiple Social Identities. Academy of Management Annual Meeting, Chicago, IL (2009)

Editorial Board for *Human Resource Management* journal (2009 – 2011)

Executive Committee on Teaching for the Human Resource Division of the Academy of Management (2008 – Present)

Reviewer for the Organizational Behavior Teaching Society's Annual Meeting (2008 – Present)

Reviewer for *Journal of Organizational Change Management* (2008 – Present)

Editorial Advisory Board, *Cyber Security and Global Information Assurance: Threat Analysis and Response Solutions* (2008)

Discussant, Paper Session on Organizational Support and Social Exchange. Southern Management Association's Annual Meeting, Nashville, TN (2007)

Committee for the Selection of the Best Paper in Human Resources/Careers, Southern Management Association (2007)

Reviewer for *Human Resource Management* journal (2007 – Present)

Reviewer for *Group and Organization Management* journal (2007 – Present)

Reviewer for *Organizational Research Methods* journal (2006)

Reviewer for the *Journal of Management Education* (2005 – Present)

Reviewer for the Southern Management Association's Annual Meeting (2005 – Present)

Reviewer for *Management Communication Quarterly* journal (2005 – Present)

Reviewer for the Academy of Management Annual Meeting for the Organizational Behavior, Human Resources, Management Education & Development, and Gender and Diversity in Organizations (4 separate divisions) Program Committees (2005 – Present)

Research Advisor for Cadet's MGT 499 Independent Study Research Project: The Glass Ceiling for African American Males. Presented 30 April 05 at the Colorado Springs Undergraduate Research Forum (Fall 2004 – Spring 2005)

Invited Reviewer for an Organizational Behavior textbook published by John Wiley & Sons, Inc. (Spring 2004)

Seminar in Applied Management Principles – Course developed for the Department of Management's Cadet Summer Research Program Cadets (Fall 2003)

Reviewer for the *Management Communication Quarterly* journal (2003 – 2005)

Ferrante, C. J. & Cycyota, C. S. – Organization Restructuring Consulting Project for the Academy of Graduates at the United States Air Force Academy (Summer 2003)

Facilitator, Paper Session on Managerial Wrong Doing. Academy of Management Annual Meeting, Denver, CO (2002)

Reviewer for the Academy of Management Annual Meeting for the Organizational Behavior and Human Resources (2 separate divisions) Program Committees (2002 – 2005)

Works in Progress

Ferrante, C. J., Green, S. G., Heppard, K. A. The Impact of Open Book Exams on Students' Learning and Textbook Usage.

Knapp, K. J., & **Ferrante, C. J.** Information Security Management Across High and Low Task Interdependence Environments.

Ferrante, C. J., Cycyota, C. S., & Martin, J. A. (2008). Intersecting Executive Decision-Making and Behavioral Decision-Making: A Multi-Level Review of Organizational Decision-Making.

Maue, B. E. A., Murnieks, C. Y., & **Ferrante, C. J.** Keeping Up With the Joneses by Going to War: How Two-Employer Earnings Motivate Military Pilot Service.

Ferrante, C. J. & Green, S. G. The Importance of Transparency in Corporate Governance.

Johnson, O. E., **Ferrante, C. J.**, Rossette, A., Dumas, T., & ogilvie, dt. Professional Image Construction for African American Women.

Welbourne, T. M. & **Ferrante, C. J.** Role-Based Identity: Validation of a New Measure and Application to Employee Stock Purchase Behavior in an Initial Public Offering.

Ferrante, C. J. & Maue, B. E. A. (2009). A Matter of Trust: The Importance of Workers' Perceptions in the Development of Trust in Leadership.

SERVICE ACTIVITIES:

United States Air Force

Chief Analyst, USAF Chief of Staff Climate Survey, Summer 2003 – Present
Briefed the SECAF on the USAF Chief of Staff Climate Survey, Spring 2006
Instructor, Rocky Mountain Civil Air Patrol Staff College, 2003 – 2005

United States Air Force Academy

DF Team Member, AAC&U Greater Expectations Institute, 2009
DF Faculty Forum AD Civilian Appraisal Committee Member, 2008 – 2009
Chair, NCAA Eligibility Committee for Cross Country and Track, 2008 – Present
Presenter, Mini-lesson for CEE New Instructor Orientation Program, 2008
DF Outstanding Academy Educator Committee, 2007 – 2008
Member, Faculty Forum, 2005 – Present
DF Educational Outcomes CARE Committee Member, 2005 – 2007
NCAA Eligibility Committee for Cross Country and Track, 2003 – Present
Cadet Sponsor for 3 Domestic and 1 International cadet, Fall 2003 – Present
Training Cadre, Officer Development System, December, 2003 – 2005
Consultant, AOG, Organization Restructuring Project, Summer, 2003
Panelist, New Instructor Survival Guide for CEE Orientation, 2003 & 2004
Panelist, Civilian Faculty Panel for the Board of Visitors, May, 2004
Explained the Management major to a Volleyball recruit, October, 2004
Facilitator, USAFA Family Support Center Offsite, August, 2004
Third-Class AAOCA for Squadron 27, Fall 2003 – Spring 2004
Member, Culture & Climate Tiger Team, Spring – Summer, 2004
Member, Organization Tiger Team, Spring, 2004
Facilitator, DF Strategic Planning Offsite, December, 2004
Facilitator, USAFA DFH Offsite, January, 2005
Representative, ANSER Focus Group for DF, January, 2005

USAFA Department of Management

Director of Strategic Curriculum for Management, July 2010 – Present
Assistant Director of Budget, June 2010 – Present
Facilitator, Falcon Flight On-site, March 2010
Deputy for Academics 2007 – 2009
Director of Curriculum, 2005 – 2007
Department Awards Committee, 2007 – Present
Outstanding Academy Educator Selection Committee, 2006 – Present
Academic Advisor for an average of 25 cadets per year
Mentor, OR Capstone Projects, 2006 – Present
Director, DFM Cadet Summer Research Program, 2002 – 2006
Member, DFM Civilian Hiring Committee, 2005 – Present
Sub-Committee Chair, DFM Strategic Planning Committee, 2004 – Present
Member, DFM Personnel Committee, 2003 – Present
Member, DFM Curriculum Committee, 2003 – Present
Member, DFM Doctoral Committee, 2003 – Present
DFM New Instructor Orientation: Classroom Mechanics & Introduction to Teaching, Summer, 2003
Co-Sponsor of the Women in Management Network
Representative to the Leadership Development Committee, Fall 2003 – Spring, 2004

Scholarly Organizations

Executive Committee on Teaching for the Academy of Management, 2009 – Present
Academy of Management HR Division Teaching Committee, 2008 – Present
Scholarship Judging Committee, Society for Human Resource Management Foundation, 2008
Southern Management Association, Best Paper in Human Resources Committee, 2007
Panelist, Academy of Management Placement Committee, 2002 – Present
Special Issue Editor, *Human Resource Management* journal, 2004 – 2007

Community Organizations

Volunteer, D-38 District Accountability and Advisory Committee, 2009 – Present
Volunteer, Monument Academy School Accountability Committee, 2009 – Present
Volunteer, Monument Academy Elementary School, 2006 – Present
Volunteer, Woodmoor Waves Swim Team, 2008 - 2010

WORK

HealthAmerica - Pittsburgh, Pennsylvania

EXPERIENCE:

Financial Analyst II, (July 1996 – July 1997)

The Podiatry Hospital of Pittsburgh - Pittsburgh, Pennsylvania

Assistant Director of Finance, (September 1993 - July 1996)

Ernst & Young LLP - Pittsburgh, Pennsylvania

Management Consultant, (June 1990 - April 1993)

CERTIFICATION: Certified Public Accountant (Inactive license)

PROFESSIONAL The Academy of Management

ORGANIZATIONS: Society for Human Resource Management

Southern Management Association

Organizational Behavior Teaching Society

Bucknell University Alumni Association