

Nicole Jackson

Curriculum Vitae

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FULL-TIME ACADEMIC EMPLOYMENT:

- 2017 – 2020, Management Faculty – Position, Associate Professor of Management and Strategy, Department of Management, Menlo College
- 2014 – 2017, Management Faculty – Position, Assistant Professor of Management, In-Residence – Department of Management, University of Connecticut
- 2013 – 2014, Management Faculty – Position, Visiting/Term Assistant Professor, Department of Organization, Leadership, and Communication, University of San Francisco

EDUCATION:

- 2012, **Ph.D.** Policy, Organization, Measurement, and Evaluation, University of California, Berkeley
- 2007, **M.S.** Management & Organization Studies, Boston College
- 2004, **M.B.A.** Management, University of San Francisco
- 1995, **B.A.** History, University of California, Berkeley

PEER REVIEWED PUBLICATIONS AND INVITATIONS TO PUBLISH:

Jackson, N. Invited for publication. Striving for a dynamic balance public school improvement: A Theoretical model of leadership ambidexterity. *Journal of Management Policy and Practice*.

Jackson, N. Invited for publication. Exploring the gender and occupational socialization gap in the measurement of innovative cognitive style in undergraduate business students. *Journal of Business Diversity*.

Jackson, N.C., & Dunn-Jensen, L.M. (Accepted for Publication- forthcoming). Leadership succession planning for today's digital transformation economy: Key factors to build for competency and innovation. *Business Horizons*.

Jackson, N. 2019. Managing for competency with innovation change in higher education: Examining the pitfalls and pivots of digital transformation. *Business Horizons*, 62(6): 679-832.

Leung, O. & Jackson, N. 2019. Health care practitioners and the cannabis industry: ethical issues of legalizing and prescribing cannabis. *SAGE Business Cases*.

Jackson, N. & Halbert, A. 2019. Accelerating project-based learning in management contexts: an evaluation of ImpactEd. *Management Teaching Review*. Published online, document awaiting journal assignment by SAGE.

Jackson, N. & Leung, O. 2018. Evidence-based management for “ambidextrous” organizations. *Strategy & Leadership*, 46(4): 28 -36.

Jackson, N. 2017. Examining the role of culturally-driven schemata and modes of learning in ambidexterity development in organizations. *Strategic Management Quarterly*, 5(3&4): 1- 8.

Jackson, N., Lescent-Giles, I, & Dunn-Jensen, L. 2017. Ambidexterity in career management: Why it matters today and in hr practice. *Organization Management Journal*, 14(3): 147-159.

Clair, J.A, Dufresne, R, Jackson, N & Ladge, J. 2016. Being the Bearer of Bad News:. Challenges Facing Downsizing Agents in Organizations. *Organizational Dynamics*, 35(2):131 – 144.

Jackson, N. 2006. From outsider to insider: A case study of anticipatory socialization and its impact on role expectation and transition of an outside CEO. *Journal of Business and Economics Research*, 4(6): 89-97.

PRACTITIONER AND GENERAL MEDIA PUBLICATIONS/PRESENTATIONS:

Jackson, N, Dunn-Jensen, L & Steiber. 2020. COVID19 Insights: Business schools can take the driver's seat in the age of COVID-19. Blog for SAGE – Business & Society.

Jackson, N. July 24 - 2019. Ambidexterity: How is it tied to effective sourcing and talent pipeline development. Webinar for Society of Human Resource Management-NorCal.

Jackson, N. 2016. It's not just fun and games anymore: Why gamification matters in HR. HRZone.

Jackson, N. 2015. Risky business: How historical views of risk management limit ambidexterity. HRZone.

SUBMITTED WORKS AND WORKS IN-PROGRESS TO JOURNALS:

Jackson, N & Pradhan, S. Ambidexterity continuity and shift in evidence-based management: Lessons learned from major league baseball (MLB) organizations. *Paper being revised for forthcoming submission.*

Jackson, N., Marar-Yacobian, M., & Dunn-Jensen, L. Diversity, ai, and workforce transformation: An examination of futuristic effects. *Proposal being revised for forthcoming submission.*

Jackson, N. Accountability and professional autonomy: The role of principal ambidexterity. *Targeted for submission to the Journal of Management.*

HONORS AND AWARDS:

- 2020 Academy of Management, Best Reviewer Award (SAP – Division)
- 2019 Academy of Management, Best Reviewer Award (SAP – Division)
- 2018 FUSE Fellowship Finalist, Oakland Mayor's Office -- The State of California on Affordability Gap Reductions in Public Education
- 2018 Menlo Faculty Service Award for Outstanding Contributions to the College
- 2017 Provost's Faculty Letter of Teaching Excellence, University of Connecticut
- 2017 Organizational Behavior and Teaching Society Early Educator Award Nominee
- 2017 University of Connecticut – American Association of University Professors Nominee for Outstanding Teaching and Service Awards
- 2016 Provost's Faculty Letter of Teaching Excellence, University of Connecticut
- 2016 Center for International Business Education and Research FDIB Travel Grant Recipient
- 2016 International Academy of Management, Best Paper Award
- 2016 Academy of Management Research, Best Presentation Award
- 2015 Provost's Faculty Letter of Teaching Excellence, University of Connecticut
- 2015 Department Head Nominee for Dean's Service Award, University of Connecticut
- 2014 Provost's Faculty Letter of Teaching Excellence, University of Connecticut
- 2011 Southern Management Association, Best Doctoral Paper Award, Health Care/Hospitality/Public Administration
- 2010 American Educational Research Association, Educational Sociology Significant Travel Grant
- 2010 Academy of Management, Outstanding Reviewer Award (Organizational Behavior Division)
- 2009 Academy of Management, Outstanding Reviewer Award (Managerial Organizational Cognition Division)
- 2006 Eastern Academy of Management, Outstanding Reviewer Award (Organizational Behavior Division)
- 2005 European Applied Business Research Conference, Best Student Paper Award, Management Division

SELECT PEERREVIEWEDPRESENTATIONS AND CURRENT CONFERENCE SUBMISSIONS IN ORGANIZATIONS RESEARCH:

Pradhan, S. & Jackson, N.2020. Slow to accept change? Reviewing cases of ambidexterity continuity

and shift in major league baseball organizations. Presented at the Twentieth International Conference on Knowledge, Culture, and Change in Organizations, Chicago, IL.

Jackson, N.C., & Dunn-Jensen, L.M. 2020. COVID-19 as episodic shock in re-defining purpose in business schools. Presented at the Management and Organizational Behavior (Virtual)Teaching Conference, Fort Wayne, IN.

Jackson, N.C., & Dunn-Jensen, L.M. 2020. Enabling “career ambidexterity” as a new learning paradigm in management classrooms for the innovation economy. Presented at the Management and Organizational Behavior (Virtual)Teaching Conference, Fort Wayne, IN.

Jackson, N. & Steiber, A. 2020. Rebalancing society in an age of digital transformation: Revisiting mintzberg’s thesis and four sociological lenses for consideration. Presented at the 2020 Triple Helix (Virtual) Conference, Tampere, Finland.

Cohen, M & Rondeau, K et al. & Jackson, N. PDW co-organizers and participant. 2020. The third mission and the transformation of the traditional business school. Accepted for presentation at the 2020 Annual (Virtual) Academy of Management Meeting, Vancouver, Canada.

Jackson, N. & Steiber, A. 2019. Redesigning marketplace governance in the age of digital transformation: Key strategic risk considerations for established and newer economies and their regulators. Accepted for presentation at the 2019 Academy of Management, Specialized Conference on Responsible Leadership in Rising Economies in Bled, Slovenia.

Jackson, N. & Pradhan, S. 2019. Ambidexterity continuity and shift in EBM: Lessons from major league baseball (MLB) organizations. Presented at the 2019 Academy of Management Conference in Boston, MA.

Jackson, N. & Pradhan, S. 2019. Ambidexterity and evidence-based management practice: Cases from Major League Baseball (MLB). Presented at the 2019 Management and Organizational Behavior Teaching Conference in Mahwah, NJ.

Jackson, N. & Halbert, A. 2019. From pipelines to platforms: Examining the benefits and limitations of management education platforms for institutionalized shift. Presented at the 2019 Management and Organizational Behavior Teaching Conference in Mahwah, NJ.

Jackson, N. 2019. Examining the pitfalls and pivots of digital transformation when managing ‘ambidextrous’ change in higher education strategic management. Accepted for presentation at the 2019 IAMB-Rutgers – Conference.

Jackson, N. & Klieman, K.2018. Mindful learning: The role of imprints, storytelling and action inquiry to improve its practice. Presented at the 2018 Management and Organizational Behavior Teaching Conference in Myrtle Beach, SC.

Leung, O. & Jackson, N. 2018. Physicians in the cannabis industry: Managing tensions and challenges in professional identity commitments. Presented at the 2018 Eastern Academy of Management – Embryo Case in Providence, RI.

Jackson, N. & Berlin. 2017. Elegant incongruity: Exploring the benefits and limitations of humor theory in learning agility. Presented at the 2017 Academy of Management Meeting – Teaching and Learning Conference in Atlanta, GA.

Jackson, N. & Lescent-Giles. 2016. The ambidexterity challenge. What is it and how do we address it? Presented at the 2016 Academy of Management Meeting – Teaching and Learning Conference in Anaheim, CA.

Jackson, N. & Lescent-Giles. 2016. Reconsidering mindfulness in favor of cultural filters when

managing for change. Presented at the 2016 Academy of Management Meeting in Anaheim, CA.

Jackson, N. 2016. Developing meaning and connectivity through “golden circles” and social networks for mutual benefit. Presented at the 2016 Organizational Behavior and Teaching Conference in North Canton, OH.

Jackson, N. & Lescent-Giles, I. 2016. The role of culture and modes of learning in ambidexterity-building. Presented at the 2016 International Academy of Management and Business in Montreal, Canada.

Jackson, N & McEvoy, K. 2016. Marketing, management, and mindfulness: Is it all that? Presented at the 2016 Academy of Business Research Conference in New Orleans, LA.

Jackson, N. 2015.Reducing the transferability gap: The link between service-based learning and career development in management education. Presented at the 2015 Organizational Behavior and Teaching Conference in LaVerne, CA.

Jackson, N. & Livne-Tarandach, R. 2014. The leadership and learning challenges when managing for exploitation and exploration in absorptive capacity. Presented at the 2014 Southern Management Association Meeting in Savannah, GA.

Jackson, N. 2013. Turning lemons into lemonade: Building for attentional dynamism and resourcefulness in routines. Presented at the 2013 Academy of Management Meeting in Orlando, FL.

Jackson, N. 2012. Public school accountability and professional autonomy: The role of principal ambidexterity. Presented at the 2012 Academy of Management Meeting in Boston, MA.

Jackson, N. 2011. Striking for a dynamic balance in public school improvement: A theoretical model of leadership ambidexterity. Presented at the 2011 Southern Management Association, Savannah, GA and Winner of the Health Care Management/Hospitality/Public Administration Best Paper Award.

Jackson, N. 2009. Building for individual resourcefulness: An examination of the organizational antecedents and mindfulness as causal factors. Presented at Cognition in the Rough at the 2009 Academy of Management, Chicago, IL.

Jackson, N. 2008. Building dynamic capabilities through collective mindfulness. Presented at the 2008Southern Management Association in St. Pete, FL.

Jackson, N. 2008. Creating mindful learning in the age of competence and complexity. Presented at the 2008 Academy of Management Meeting in Anaheim, CA.

Jackson, N. 2007. Visible organizational identities, innovative climates, and innovative behaviors. Presented at the 2007 Southern Management Association Meeting in Nashville, TN.

SELECT PEER REVIEWEDPRESENTATIONS IN EVALUATION:

Jackson, N. 2011. The era of accountability in business education: A theoretical model to explicate professionalization of business. Presented at the 2011 American Educational Research Association, New Orleans, Louisiana.

Jackson, N. 2010. Exploring the gender gap in the measurement of innovative cognition in undergraduate business students. Presented at the 2010 American Educational Research Meeting, Denver, CL.

Jackson, N. 2010. Toward improving the evaluation practice of financial education programs: Key issues and the Role of Formative Evaluation. Presented at the 2010 American Evaluation Association, San Antonio, TX.

Jackson, N. 2010. Improving methods of inquiry in evaluation practice: Issues and recommendations to incorporate diverse views and perspectives in international and domestic program evaluation. Presented at the 2010 American Evaluation Association, San Antonio, TX.

Jackson, N. & Paquin, R. 2006. Student experiences in understanding and rectifying bias in doctoral course learning. Presented at the 2006 Academy of Management Meeting in Atlanta, GA.

GRADUATE AND INSTRUCTORSHIP TEACHING EXPERIENCE:

2012 – present, part-time Instructor, University of San Francisco, Organizations, Leadership, and Communication

2008 – present, part-time Instructor, University of California, Berkeley Extension, Human Resource Management

2009 & 2011, Instructor, International Technological University, MBA Program

2006 – 2008, Graduate Student Instructor, Boston College, Organizations Studies Program

COURSES TAUGHT:

Management Courses

Organizational Behavior – Managing Organizations (undergraduate and graduate)*

Organizational Change and Leadership – (undergraduate and graduate)*

Organizational Change and Innovation (graduate)*

Organizational Theory (undergraduate)

Negotiations (undergraduate and graduate)*

Strategy (undergraduate)

HR Courses

Align HR with Business Acumen (continuing professional)

Human Resource Management (graduate and continuing professional) *

Human Resource Management Capstone (graduate)*

Managing Risk in the Workplace (graduate) *

HR Special Topics (undergraduate)*

Employee Recruitment, Selection, and Placement (continuing professional)*

*Notes course that have also been taught in online and/or hybrid formats at one or more institutions.

RESEARCH EXPERIENCE:

2010, Research Assistant, Glynda Hull, Evaluation of 21st CL Program, University of California, Berkeley

2008 – 2009, Research Assistant, Judith Warren-Little, Teacher Labor Markets, University of California, Berkeley*

2007 – 2008, Contract Research Assistant, Erica Foldy, Leadership in Non-Profits, New York University including grant development for the Ford Foundation.

2006 – 2007, Research Assistant, Judith Gordon, Women's Work Temporal Flexibility Policies in HR, Boston College including grant development for the National Science Foundation

2005 – 2007, Contract Research Assistant, Paul Goodman, Organizational Learning Contracts, Carnegie Mellon*

2004 – 2005, Research Assistant, Judith Clair, Downsizing Agents in HR practice, Boston College*

2002 – 2004, Research Assistant, Oren Harari, Leadership & Competitive Markets, University of San Francisco*

*Acknowledged in publication for research contributions in book forwards or article acknowledgements

SERVICE TO THE PROFESSION:

Active Reviewer for the Following Journals

Journal of Leadership and Organizational Studies

Journal of Management

Journal of Management Education

Management Teaching Review

Business Horizons

Former and/or Active Member and Reviewer of the Following Academies

Academy of Management

Southern Management Association

Eastern Academy of Management

Organizational Behavior and Teaching Conference

American Educational Research Association

American Evaluation Association

Society of Human Resource Management

SERVICE LEADERSHIP, PROGRAM DEVELOPMENT, AND INITIATIVES

2018 –present, Built three community service learning relationships with Bay Area non-profits and ImpactEd to facilitate and address community engagement and career development opportunities for undergraduate students at Menlo College; developed on an ongoing basis career ambidexterity and value-diving career workshops for student placement in Silicon Valley firms; hosted and founded the HR club at Menlo College and HR panels with SHRM-Norcal including the Future of HR – Tech panels

2015 –2017, Initiated leadership and program development of undergraduate, graduate, alumni programs, initiatives, and events to establish an HR presence down at UConn-Stamford with future connectivity to the Society of Human Resource Management Professionals and the Business Council of Fairfield County; work included both stakeholder buy-in management among key academic administrators, Department Chair, the Office for Public Engagement, and the Fairfield Business Council; creation of strategic plan and implementation of initiatives that would 1) start-up an undergraduate club presence around HR and development of academic pathways into HR including for non-business majors such as Psychology and Communications; 2) integrate service-learning projects around HR issues and other points of interest in HR career development; 3) establish a program event schedule that would target MBAs and alumni as well as members of the graduate business community around how HR practices can be used in everyday management, along with awareness of hot topics and trends; and 4) based on program event and club interest, initiate an HR mini-certificate program as part of feedback loop and continuing education programs for alumni and development with the potential of becoming a sourcing mechanism into the MSHRM program, and minor concentrations in HR for undergraduate and graduate school students; key outcomes achieved include the establishment of the undergraduate club, confirmed event series around managing four generations in the workforce (April of 2017), talent acquisition and workforce engagement (September of 2017), and risk management topics and trends HRM (November of 2017).

2016 – 2017, As a Service Learning Fellow worked together with Julia Yakovich, the Manager and Director of Service Learning Programs from the University of Connecticut's Center for Public Engagement, and with Kevin McEvoy, Assistant Professor of Marketing (In-Residence), to develop a transfer learning toolkit and measures that would address the "relevance gap" in connecting experiential and specifically service learning experiences to career development. This work addresses an existing gap in service learning and supports human capital development as part of the university's purpose as a land-grant institution.

2016, Led a number of service learning projects to develop HR program initiatives as well as establish initiatives to address diversity management concerns in the Stamford business community and as extensions on National Association of Women MBAs; sample projects include service learning projects that would address human capital and economic development targeted to human resource management needs at UConn-Stamford and in Fairfield County and bridging the gender digital divide in women's education through "WeTech".

2013 – 2014, Together with the Leo T. McCarthy Center at the University of San Francisco managed 40 different non-profit projects and their integration into course curriculum for roughly 200 traditional and non-traditional undergraduate students to learn and apply organizational behavior concepts to help build and scale organizations for success in outreach services; sample projects included creating change development plans, communication protocols, board recruitment and development strategies, conducting job analysis and sourcing strategies for new volunteers and employees, fundraising and general business development, creation of training and development programs, as well as the development of social media strategies to promote and market the organization.

DEPARTMENT SERVICE AND ADMINISTRATIVE ACTIVITIES:

2018 – present, Member of the Personnel Committee and Faculty Mentor, responsible for dossier and faculty evaluation for contract renewals and promotion

2017 – 2018, Served as the Management Search Chair; successfully hired in three management faculty in Sports Management, Innovation and Entrepreneurship and International Management; in spring of 2018 successfully led AACSB and WASC reaccreditation efforts and organizational turnaround strategies for Menlo College

- 2015 – 2017, National Women’s MBA Faculty Conference Faculty Co-Organizer and Representative and Provider of Alumni Outreach Support, University of Connecticut
- 2015, Master’s Thesis Support for HR Capstone, University of Connecticut
- 2014 - 2017, Faculty Accreditation Committee, Student Advising, and Provider of Planning Support for the Women’s Entrepreneurship Conference as well as for Student Orientations, University of Connecticut
- 2014 – 2015, Faculty Merit Review Committee for In-Residence and Journal List Committee, University of Connecticut
- 2009 – 2010, Curriculum Improvement Committee, Department, University of California Berkeley
- 2002 – 2004, M.B.A. Advisor and Student Vice-President for Academic Affairs, University of San Francisco

COMMUNITY AND EXTRACURRICULAR UNIVERSITY SERVICE:

- 2015 – 2017, Contributor and Member of the Business Council of Fairfield County’s Human Capital Business Council and iTech and Entrepreneurship Talent Development group; Outreach Efforts to develop program linkages and club formulation with Southern Connecticut – SHRM chapter for University of Connecticut
- 2014 – 2017, Faculty Representative for the World Affairs Council and Sponsor/Participant for the Franklin Artworks
- 2014 – 2017, Invited Program Judge, Negotiation Competition at the University of Connecticut, Law School
- 2014 – 2017, (As needed) Pro-bono advisory services for Non-Profits (CMedia and Rooms for Change)
- 2014, Lecturer and Training Facilitator, Judicial Council of California
- 2009, WASC Accreditation Committee, International Technological University
- 2008 – 2012, Program Evaluator and Developer to promote diversity outreach, Young Entrepreneurs at Haas

PROFESSIONAL MANAGEMENT EXPERIENCE:

- 2019-present, Founder, the i4xlearning, a consultancy dedicated to leadership and dynamic capabilities turnaround development for start-ups and traditional companies in the digital transformation economy
- 2013 – present, Founder, TheBridgeBoard.com, provisional patent filed for teaching technology to target job placement records and career ambidexterity in colleges for future accreditation and branding
- 2000 – 2001, Product and HR Training Manager, Industry2Industry.com
- 1996 – 2000, Senior Business Process and Change Management Consultant, Accenture