

# CURRICULUM VITAE

## **Marcia Smart, Ph.D.**

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### **Education**

- 2005 Doctor of Philosophy: Adult Development and Organizational Learning with an Emphasis on Leadership, University of Idaho, College of Education, Moscow, ID
- 1989 Masters of Business Administration, College of Business, Howard University, Washington DC
- 1988 Bachelor of Business Administration, College of Business, Howard University, Washington DC. Major: Computer Information Systems

### **Business Experience**

1990 to 2000; 2003 to 2007 Hewlett-Packard Palo Alto, CA; Boise, ID

- ◆ Leadership Development and Training Program Manager, Center for Leadership Expertise and Excellence, HP Corporate Human Resources (HR)
- ◆ Leadership Development Consultant, HP HR
- ◆ Marketing Business Strategist: assessing new business creation for LaserJet Group
- ◆ Competitive Intelligence Business Strategist: analyzing worldwide printing strategies
- ◆ Global Customer Engagements Manager: delivering Executive Customer Forums
- ◆ Software Marketing Manager: launching e-commerce publishing and printing solutions
- ◆ Worldwide Future Product Marketing Manager: defining Internet LaserJet printer markets
- ◆ Global Strategic Business Development Manager: customer partnerships and services
- ◆ Latin America Business Development Manager: LaserJet printers and technical training
- ◆ Technical Marketing Engineer: printer hardware, software, developed sales training
- ◆ Information Technologist (IT): Systems implementation; employee training and support

2000 to 2000 Print.com, Commercial Printing, Sunnyvale, CA

- ◆ Vice President, Marketing: Product Development, Marketing Strategies and Communications;
- ◆ Business Manager, Vendor Management and Strategic Alliances

2000 to 2001 Sun Microsystems, Palo Alto, CA

- ◆ Group Marketing Manager: Global Sales Operations
- ◆ Business Consultant for effective communications, group facilitation and discussion techniques

2002 to 2003; 2007 Smart Leadership Solutions, Boise, ID

- ◆ Inspirational Speaker and Organizational Effectiveness Consultant focusing on Leadership Development and Talent Management

## Professional Training and Development

1990 to 2000; 2003 to 2007 HP Boise, ID

2000 to 2001 Sun Microsystems

### Leadership and Management

- ◆ Leading for Results: Executive Leadership Development Program
- ◆ Facilitative Leadership
- ◆ Ethical Leadership: Standards of Business Conduct
- ◆ Dynamic Leadership, Core and Advanced: Accelerating Cross-Boundary Results
- ◆ Stepping Up to Management
- ◆ Coaching and Mentoring Leaders and Managers
- ◆ Process of Management
- ◆ Team Foundations and Management
- ◆ Building and Sustaining High-Performance Teams
- ◆ Strategy and Double Digit Growth
- ◆ Ten-Step Business Planning
- ◆ The Savvy Negotiator

### Organizational Development

- ◆ Conflict Management and Group Facilitation
- ◆ Mediation at Work
- ◆ Curriculum Development and Evaluation
- ◆ Facilitating and Train the Trainer
- ◆ New Employee Orientation Program
- ◆ Standards of Excellence: Information Security
- ◆ Mentor and Mentee Program Development, Facilitation, Management
- ◆ Managing Change

### Marketing

- ◆ Marketing Business Development: Winning in Main Street Marketplace
- ◆ Marketing Product Management
- ◆ New Business Development: Targeting Emerging Markets
- ◆ Public Relations and Media Management
- ◆ Tuck University: Marketing Development and Training Program
- ◆ Value Based Pricing
- ◆ One on One Marketing Strategy

### Customer Marketing and Management

- ◆ Designing, Developing and Hosting Customer Forums and Advisory Boards
- ◆ Defining, Communicating and Leveraging Customer Research and Insights
- ◆ Putting Customer First
- ◆ Customer Service and Support Strategies

### Appreciative Inquiry

- ◆ Appreciative Inquiry: Methodology, Concepts and Practice
- ◆ Building and Sustaining Appreciative Communities of Practice
- ◆ Appreciative Inquiry Summit: Building a High Performance Culture
- ◆ Appreciative Inquiry: Managing the HP Way Culture

### Diversity and Multi-Culturalism

- ◆ Managing in a Multi-Cultural Work Environment
- ◆ Men and Women Working Together
- ◆ Dimensions of Diversity
- ◆ Multi-Cultural Awareness and Competency Skills

### **Other Professional Training and Development:**

- Fall 2005      Art of Hosting Conversations: Practices and Methodologies, Berkana Institute, Spokane, WA
- Summer 2005      Political Campaign Management Skills, The Women's Campaign School at Yale University, New Haven, CT
- Fall 2004      Business and Industry Competitive Intelligence Analysis, Academy of Competitive Intelligence, Boston, MA
- 1997            Distinguished Toastmaster (DTM), Public Speaking, Toastmasters International

### **Educational Teaching Experience**

Summer 2007      Adjunct Faculty, Gonzaga University

- ◆ DPLS 772: Power and Informal Leadership. Doctoral Program in Leadership Studies, School of Professional Studies, Gonzaga University, Spokane, WA.

This course was designed to evoke reflective thinking on the student's own style, the focus and purpose of leadership in their group or organization, and expansion of their depth and breadth of knowledge on the practice of informal leadership.

Summer 2006      Adjunct Faculty, Gonzaga University

- ◆ DPLS 773: Power and Informal Leadership. Doctoral Program in Leadership Studies, School of Professional Studies, Gonzaga University, Spokane, WA.

Designed, developed and taught new course which explored the exercise of informal leadership in the context of the leader within organizational systems. As organizations and communities strive to adapt to the fast, dynamic pace of global and economic changes, more and more of the work is being performed at the small group and individual level within organizational systems.

### **Other Educational Experience**

- 2008 Current dissertation committee member, Gonzaga University for Ph.D. proposal and research titled: *Exploring the experiences of a group of self-identified diverse individuals and examine the individual and group identity as well as interpersonal relationship changes that resulted from being a part of a formal diversity network in a corporate environment*
- 2008 Current dissertation committee member, Gonzaga University for Ph.D. proposal and research titled: *Building Healthy Bridges: Informal Leadership and Health Literacy*
- 2008 Faculty in Residence, National Education for Women's (NEW) Leadership, Washington State University, Pullman, WA
- 2007 Completed dissertation committee member, Gonzaga University for Ph.D. proposal and final research titled: *Leading Between Worlds: A Multi-Case Study of Bicultural Women of Color Leaders*

### **Research**

- 2008 Global Women's Leadership, Women ways of leading: *To explore the diverse ways women lead, and to understand, from their perspective, the impact on their environment*
  - In Progress Phase 1 - Native, Tribal and Clan Women: Completed focus groups and one on one interviews with Inuit women in Nome, AK
- 2006 Appreciative Communities of Practice: *To understand the practices involved in the development and maintenance of Communities of Practices in organizations, groups or communities.* Research conducted in collaboration with Cindi Bergen, BA, MS
  - Article and research findings presented at 2007 Appreciative Inquiry International Conference, The Power of Positive Change, Orlando, FL. *Creating, Developing and Sustaining Ai Communities of Practice.*
- 2006 Employees as Volunteers: Seek to understand the professional, personal and organizational challenges being faced by employees who participate in various internal

- "volunteer" programs. Findings and recommendations presented to Hewlett-Packard (HP) management: *Volunteerism in the Workplace: Issues, Challenges and Insights*
- 2004 Dissertation: The Role of Informal Leaders in Organizations: The Hidden Organizational Asset. Moscow, ID: University of Idaho. For completion toward doctoral degree, University of ID, Moscow, ID
- 2003 Dissertation Pilot Study: *Exploring the Role of People of Color as Informal Leaders*. (pgs 60-66). White paper written and presented to HP employee networks and management.

## Publications

- 2009 In Submission: *Journal of Nursing Administration*, The Hidden Treasure in Nursing Leadership: Informal Leaders. In collaboration with Marty Downey, PhD, RN; Susan Parslow, PhD, RN
- 2009 In Progress: Author, completed 1<sup>st</sup> draft of manuscript: *Informal Leadership*
- 2008 Boise Woman Magazine, You are the CEO of Your Life

## Professional Teaching Experience

- 2010 Washington State University, Pullman WA: Women as Informal Leaders
- 2010 Empowering Women's Conference, Idaho: Inspired Leadership
- 2009 Boise Metro Chamber SBDC Professional Training, *Self-Marketing, Marketing the Brand Called YOU!*
- 2008 Emerging Woman Conference, The Latino Economic and Development Center, Blackfoot, ID. *On Becoming an Effective Business Leader*
- 2007 National Association of Women Business Owners, Boise ID, *Work-Life Balance: Best Practices for Professional Women*
- 2006 Zayed University Women as Global Leaders, Abu Dhabi, United Arab Emirates. *Developing Communities of Leadership: The role and impact of informal leaders in communities in transition*
- 2006 Mountain Plains Adult Education Association, Denver, CO. *Informal Leadership: The Hidden Organizational Asset*
- 2006 Mountain Plains Adult Education Association, Denver, CO. *Self Marketing: Marketing the Brand Called YOU!*
- 2004 Northwest Community Development Institute, Idaho Department of Commerce, Boise, ID. *Self-Marketing: Marketing the Brand Called YOU!*

- 2004 Women of Color Alliance, Boise ID, Board of Directors: *Building Effective Teams*
- 2004 Idaho Life Long Learning Association Conference, *The Brand Called You!*
- 2003 HP Latin American Women's Conference, Miami, FL, *Women's Leadership, The Critical Advantage*
- 2003 Parents as Teachers, Boise, ID, *Inspired Leadership*
- 2003 Northwest Community Development Institute, Idaho Department of Commerce, Boise, ID, *Inspired Leadership: Leadership and Community*
- 2002 Women of Color Alliance, Boise, ID, *Developing High Performance Teams*

### **Honors and Awards**

- 2006 - 2008 Gubernatorial appointment: Idaho Council for Technology in Learning, Business Sector representative
- 2002 Service and Appreciation Award, Women of Color Alliance, Boise, ID
- 1999 HP Way Leadership Award: Transformational Leadership, HP Technical Women Conference
- 1997 HP Management and Leadership Excellence Program, LEAD
- 1997 Achievement and Appreciation Award, People of Color Network, HP Boise, ID:
- 1995 America's Best and Brightest, Black Professional Magazine
- 1995 Distinguished Service Award, Toastmasters International, Southwest ID:
- 1992 Nominated, 2000 Notable American Women, American Biographical Society
- 1992 Nominated, International Woman of the Year, International Biographical Society
- 1989 Outstanding MBA Award, National MBA Association, Washington DC Chapter
- 1989 MBA Scholarship Award, Washington DC Area Urban Bankers Association
- 1988 Academic Achievement Award, Computer Information Systems, Howard University
- 1988 Who's Who Among Students in American Colleges and Universities

## **Professional Activities and Community Service**

- ◆ President, Boise Chapter Idaho Business Women's Network
- ◆ Advisor, Board of Women of Color Alliance, Boise, ID
- ◆ Advisor, Gay Lesbian and Bi-Sexual Employee Network, HP Boise, ID
- ◆ Fund Distribution Panel Chair, United Way of Ada County, ID
- ◆ Co-Chair, HP Boise Site Management Council, Boise, ID
- ◆ Founding member and participant, Appreciative Inquiry Community of Practice: Imagine HP, Hewlett-Packard, Boise, ID
- ◆ Founder and member of People of Color Employee Network, HP Boise, ID
- ◆ Steering Committee member and participant, Management and Employee Business Forum: Re-energizing and Re-engaging employees and work-community, HP Boise, ID
- ◆ Co-Leader, Leadership at all Levels - employee Community of Practice, Imaging and Printing Group, HP Boise, ID
- ◆ Member, Idaho Inclusiveness Coalition, Boise, ID
- ◆ District Governor, Area Governor, Southwest Idaho, Toastmasters International
- ◆ Leader, Young Life of South West Idaho

## **Professional Memberships: Current and Past**

- ◆ Idaho Business Women's Network
- ◆ Toastmasters International
- ◆ National Black MBA Association
- ◆ National Association of Women Business Owners
- ◆ American Educational Research Association
- ◆ National Black MBA Association
- ◆ Idaho Lifelong Learning Association
- ◆ Mountain Plains Adult Education Association
- ◆ Women of Color Alliance of Idaho
- ◆ American Marketing Association
- ◆ National Association of Female Executives