

VALERIE VOGT PAPE



SUMMARY

An adult learning and development professional with instructional design and course delivery experience in classroom and on-line learning. Expertise in organizational behavior, teamwork, coaching, organizational development, human resources, strategic planning and marketing. Effective with a wide range of audiences including executives, managers, graduate students and undergraduate college students. Accomplished team leader and project manager with expertise in applying conceptual and analytical skills to develop plans, solve problems and execute strategies.

EDUCATION AND DESIGNATIONS

MBA, University of Chicago, Graduate School of Business, Chicago, IL, Industrial Relations and Human Resource Management, 1983.

BA, University of Illinois at Chicago, IL, with honors, major in Political Science, 1980.

Chartered Property Casualty Underwriter (CPCU) designation, 1998.

Center for Creative Leadership, completed Assessment Certification Workshop, 2006.

MarylandOnLine Inc., completed Independent Applying the Quality Matters Rubric (APPQMR), 2015.

Online Learning Consortium Institute, completed course in online discussion engagement, 2017.

Influence Style Indicator, completed certification workshop, 2019.

POST-SECONDARY EDUCATION EXPERIENCE

- Serve as Affiliate (Adjunct) Instructor at Bradley University Foster College of Business. Teach MBA sections of leadership/organizational behavior course using hybrid delivery in a seven-week format. Facilitate MBA course elective on employee development and learning and presentation skills with 100% on-line format. Provide coaching to facilitate various self-assessments and 360-degree assessment for graduate students and executives.
- Hired as full-time Instructor with title change to Instructor in Residence. Taught four undergraduate sections management and leadership courses each semester. Facilitated two human resource modules for executive MBA program. Served as faculty member on four undergraduate independent study research projects.
- Received Student Business Leadership Council outstanding academic advisor award in 2006. Provided coaching for executive MBA in Leadership students with ongoing executive coaching assignments through Bradley University's Executive Development Center. Co-advised Women in Business student group in 2006-2008, advised the student Society for Human Resource Management group in 2008 and Society for Advancement of Management in 2009-2010. Advised undergraduate students in college major curriculum and career matters.
- Attended 2004 Bradley University Berlin-Prague and 2006 Berlin seminars to enhance international business and economics experience. Participated in global business module with 2007 executive MBA group and led 2010 MBA group in Beijing and Shanghai, China. Taught Bradley undergraduates in Vienna, Austria during four interim terms. Collaborated with University of Vienna and Bradley English and Music faculty on cultural studies project for Bradley Study Abroad program.
- Evaluated as "scholarly practitioner" and participating faculty member (AACSB faculty qualification). Maintain status through on-going professional development, scholarship contributions and service activities. Served college and university on panels to support programs for entrepreneurship, innovation through collaboration, leadership, diversity and inclusion, ethics, accreditation assurance of learning and safety/risk management. Coached department adjunct instructors on teaching and

course administration. Served on search committee to recruit and select new faculty. Participated in recruitment as a Bradley Fellow and interacted with prospective students and parents.

- Co-authored paper "Teaching Professionalism in the Management Classroom: Challenges and Approaches" (Pape and Robin). Accepted after peer review by the Southern Management Association in June 2014. Presented paper at annual conference in Savannah, GA in November 2014.
- Co-authored paper "Blended Learning in the Introductory Computer Skills Course" (Stephens, McGowan and Pape). Accepted after peer review by Issues in Information Systems in 2015. Received Best Paper Award Pedagogy Category Honorable Mention, International Association for Computer Information Systems in October 2015.
- Presented "Teaching Teamwork in the Classroom: Beyond Team Charters" (Pape) at the International Conference on Learning and Administration in Nashville, TN in May 2014. Received Presentation Excellence Award and served as conference moderator.
- Presented "Teaching Ethics: Clickers, Cases and the Ethics Reflex" (Pape) at the International Conference on Learning and Administration in Nashville, TN in May 2015. Served as conference moderator.
- Contributor to presentation "Are College Freshmen Ready for Blended and Flipped Courses?" (Stephens, Pape and McGowan) led by Stephens at the International Conference on Learning and Administration in Nashville, TN in May 2015.
- Represented Kemper Insurance Companies on Illinois State University Katie School of Insurance and Financial Services Advisory Board of Executives from 2001-2002.
- Managed MBA recruitment for Baxter Healthcare Corporation at twenty top-tier schools for full-time and intern employees. Coordinated the hiring of forty candidates during a three-month period. Marketed program externally to students and schools nationwide through on-campus activities, advertisement, representing company as main speaker at presentations, and managing recruitment process at each school.

COURSE DESIGN AND DELIVERY

- Redesigned MBA core course in a hybrid format including individual reflection, group collaboration and graded assessments using on-line text-based and video tools. Facilitated feedback of personality, strengths, values, change and 360-degree assessments. Incorporated recorded skill practices, small group feedback sessions and one-on-one coaching into course design.
- Selected for a university and college grant for Online Course Design Institute in 2015. Completed workshop with Online Learning Consortium Institute about engaging learners in on-line discussions in 2017. Participated in various Bradley Center for Teaching Excellence and Learning workshops on distance learning, on-line tools and learning management systems including: YouSeeU, VoiceThread, Sakai, Blackboard, Panopto, Screencast-O-Matic, using social media, Google tools, and on-line teaching theory, research and best practices.
- Selected for a university Scholarship of Teaching and Learning series in 2019. Completed workshop about: designing research questions, adherence to Institutional Review Board practices, collecting data, and publishing/presenting to academic audiences.
- Designed and delivered undergraduate on-line course (risk management and insurance). Course was positively evaluated using Quality Matters rubric best practices rubric. Designed and delivered graduate elective on-line course (employee learning and development).
- Designed and facilitated human resource action learning modules for Executive MBA in Leadership participants (attracting and developing talent, dealing with problem people and leading change).
- Served on department undergraduate curriculum committee and named lead instructional designer for new experiential learning course in interpersonal skills and teamwork. Conducted pilot project using on-line classroom response system (clickers).
- Designed and delivered undergraduate business management courses (management principles, organizational behavior, teamwork, leadership, human resource management and risk management

and insurance). Developed interactive and experiential learning activities in entrepreneurship, ethics, leadership, change and innovation.

- Designed and delivered performance management and coaching workshop to local community managers for Bradley University Executive Development Center in November 2012.
- Designed and delivered leadership training workshop for Bradley's Lewis J. Burger Center for Student Leadership and Public Service in October 2007.
- Designed and facilitated insurance career development training session for high school teachers and guidance counselors during Insurance Education Institute held at Illinois State University, Normal IL in 2001.
- Conducted needs assessments, led instructional design projects and created instructional design materials supporting managerial and professional employees in insurance company with over 8,000 employees. Delivered training in management, leadership, human resources, coaching, performance management, career development, interviewing and selection, teambuilding, communication skills, focus group facilitation, marketing and business planning. Evaluated training effectiveness of performance appraisal training. Administered multiple training programs that varied in length from one-half day to one week.
- Created and launched a comprehensive human resource management course for independent insurance agents and brokers, customizing content for entrepreneurial audience.
- Initiated needs assessment and coordinated technical training to strengthen skills of field marketing and service staff for commercial insurance division.
- Managed field instructor certification for interviewing and career development courses for property and casualty insurance company.

ORGANIZATIONAL DEVELOPMENT

- Coordinated implementation of balanced scorecard performance management system. Facilitated strategy and measurement development sessions for executive and management audiences. Formulated knowledge transfer plans from outside consulting firm to insurance company staff.
- Provided internal consulting including change management sessions and meeting facilitation for marketing and scientific areas of health care company.
- Initiated needs assessment within insurance large account unit to evaluate training and organizational development actions in order to improve sales process and profitability.
- Coordinated corporate executive planning conferences at insurance company. Facilitated sessions on competitive intelligence and innovative ways to organize marketing and customer service processes.

HUMAN RESOURCES

- Supervised salary, benefits, management training and employee programs for home health care division.
- Provided sales and customer service recruiting, staffing and employee relations for a \$45M surgical products division.
- Administered corporate staffing forecast and consulted with senior management on organizational planning projects at health care company.
- Recruited and evaluated professional accounting staff for client firms, ranging from \$15M to Fortune 500 for executive search firm.

STRATEGIC PLANNING AND FINANCIAL

- Conducted strategic and operational planning research and analysis for all business units of insurance company with premium volume of \$3.3 billion.
- Performed financial modeling and analysis, providing guidance to insurance company senior management for operational decision-making including budgeting and profit planning.

- Edited, critiqued and monitored one and three-year insurance business unit plans for quality and congruency. Recommended actions to senior management prior to board of directors' approval.
- Researched and evaluated impact of competitive information on insurance company objectives and strategies. Presented findings at executive management planning conference.
- Managed company-wide projects for mergers, acquisitions and divestitures unit of insurance company. Selected for due diligence process and preparation of confidential offering memorandum. Analyzed transaction documents in the sale of a reinsurance subsidiary and a property insurance line.
- Appointed to reengineering project as an internal consultant to establish and implement marketing recommendations throughout field and corporate staff of insurance company. Managed interdepartmental initiatives providing consulting and team facilitation for quality, expense control and reengineering projects.

MARKETING AND CUSTOMER SERVICE

- Planned and executed marketing communications and product development for start-up international alternative risks insurance division. Organized new business prospect communications and producer management. Developed collateral materials, advertising, trade show promotion and Internet communication to market products and services. Unit grew from \$75 to \$275 million in three years.
- Defined overall service strategy and led cross-functional team of six to deliver claims, information, loss control and underwriting services as national account manager for insurance company.
- Evaluated and resolved client service issues for nine national accounts with total premium revenue of \$16 million. Developed and monitored the primary relationships between the client, insurance broker and the service team, ensuring company's reputation as a premier service provider.
- Analyzed opportunities to reduce existing and prospective clients' insurance costs. Appointed to several new business opportunity sales teams.

EMPLOYMENT HISTORY

BRADLEY UNIVERSITY , Foster College of Business, Peoria, IL	2003-present
Affiliate (Adjunct) Instructor, Management and Leadership	2016-present
Instructor in Residence, Management and Leadership	2014 - 2016
Instructor, Business Management and Administration	2003 - 2014
KEMPER INSURANCE COMPANIES , Chicago and Long Grove, IL	1988 – 2002
Director, Kemper Casualty Company	2002
National Marketing Director, Kemper Alternative Risks	2000 – 2002
Marketing Manager, Kemper Alternative Risks	1999 – 2000
Corporate Development	1998 – 1999
National Account Manager	1996 – 1998
Underwriter/Account Executive	1995 – 1996
National Account Manager Coordinator	1994 – 1995
Corporate Planning and Research Specialist	1991 – 1994
Educator/Instructional Designer, Corporate Education	1988 – 1991
BAXTER HEALTHCARE CORPORATION , Deerfield, IL	1983 – 1988
Manager of HR Development and Administration	1986 – 1988
Human Resources Representative	1985 – 1986
Corporate College Relations Associate	1985 – 1986
Organization Planning Analyst	1984 – 1985
Assistant to the Vice President of Human Resources	1983 – 1984

GRADUATE SCHOOL OF BUSINESS, UNIVERSITY OF CHICAGO, Chicago, IL

1981 – 1982

Research Assistant for Center for Health Administration Studies

CEMCO, LTD., Chicago, IL

1980 – 1981

Search Firm Counselor

EDUCATION AND TRAINING: EXPERIENCE AND EXPERTISE**Management/Leadership Development Education**

Attracting and Developing Talent (Executive MBA in Leadership)

Dealing with Problem People (Executive MBA in Leadership)

Leading Change (Executive MBA in Leadership)

Executive Coaching (Executive MBA in Leadership)

Interpersonal Relations (MBA core course in leadership, both hybrid and face-to-face format)

Employee Development and Learning (accelerated MBA elective course in talent management, training and coaching topics, 100% online delivery)

Presenting with Credibility: Key Leadership Skills (accelerated MBA elective course in presentation skills)

Interpersonal Effectiveness (accelerated undergraduate core course addressing organizational behavior, interpersonal skills and teamwork)

Leadership in Organizations (accelerated undergraduate course taught in Study Abroad setting)

Managing in Organizations (semester-long core undergraduate course addressing planning, organizing, motivating, and controlling concepts and skills)

Human Resource Management (semester-long undergraduate course, also taught in accelerated Study Abroad setting)

Risk Management (accelerated online undergraduate course; evaluated highly by Quality Matters rubric)

Management Development Training

Coaching Curriculum (Day-to-Day Coaching, Performance Appraisal and Coaching, Coaching for Career Development, and Job Performance Problems and Coaching)

Behavioral Interviewing

Essentials of Human Resource Management (two-day course customized for small business insurance agencies)

On-the-Job Training

Supervisory Development Seminar

Management Development Seminar

Indirect Management

Professional Development Education

Entrepreneurship Case Analysis event (collaborative activity with engineering and business students and faculty)

Foster Young Leaders program (team dynamics module for high school students)

BUILD II Leadership program (setting expectations and giving feedback for campus student leaders)

Professional Development Training

Selling Skills

Negotiation

Communicating Non-Defensively

Teambuilding

Problem Analysis and Decision Making

Instructional Design

Train the Trainer

Presentation Skills

Other

Blackboard and Sakai learning management systems

On-Line education tools (Bongo, VoiceThread, Screencast-O-Matic, Panopto, and Google tools)

Classroom Performance System (device-based clickers) and on-line response system (Poll Everywhere)

On-line education and distance learning best practices (APPQMR certificate)

Focus group facilitation