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**Senior Associate Dean, College of Business**  
**Professor, Management**  
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**Education**

- Ph.D. University of Mississippi, Management (Statistics minor), 2007
- M.B.A. Lipscomb University, Leadership, 2002
- B.S. Murray State University, Business Education (History minor), 1996

**Certifications**

- SHRM-Senior Certified Professional (SHRM-SCP)
- Senior Professional in Human Resources (SPHR)

**Work Experience**

*Lipscomb University – Nashville, TN* 2006-present  
Senior Associate Dean, College of Business  
Professor of Management

- Lead and implement strategies to grow program enrollment and revenue.
  - #1 undergraduate business program in Tennessee, Top 60 in nation ranked by Poets & Quants
  - #1 undergraduate business program in Tennessee and Top 100 in nation ranked by Bloomberg Businessweek
  - #1 undergraduate accounting program in Tennessee and #47 in the country ranked by College Factual
  - #1 undergraduate HR program in Tennessee ranked by College Choice
  - Part-time MBA program ranked #2 in Tennessee, top 50 in the country in first year of eligibility for the Bloomberg Businessweek ranking process
  - Developed six new degree programs since 2010: Master of Human Resources, Master of Management, Master of Management Nonprofit, Master of Management Leadership & Organizational Development, Master of Management Pharmacy, and Master of Management in Health Care
  - Led the development of four certification programs: Analytics, Sales Leadership, Professional Coaching, and Business as Mission
  - Redesigned two MBA programs for Fall 2018: Fast Track MBA and Executive MBA
  - Initiated MBA program featuring year-long job placements with partner companies and personalized career development for students
- Manage program operations including new program development, curriculum improvement, instructional quality, marketing, recruiting, admissions, business community outreach, student relations, and accreditation.
- Manage budget process including revenue projections, pro formas, and expense oversight
- Collaborate with Deans in other areas on campus to develop unique cross-disciplinary programs
- Serve on accreditation team: AACSB iSER accepted; successfully acquired ACBSP re-accreditation with no areas for improvement recommended

<i>University of Mississippi – Oxford, MS</i> Management Instructor and Research Assistant	2003-2006
<i>Progeny Marketing Innovations – Franklin, TN</i> Manager, Human Resources	2001-2003
<i>Aspect Communications – Brentwood, TN</i> Manager, HR Systems and Operations	1999-2001
<i>PayMaxx, Inc. – Franklin, TN</i> Trainer, HR and Payroll Systems	1997-1999
<i>Bullitt Central High School – Shepherdsville, KY</i> High School Business Teacher	1997
<i>Jefferson Community College – Louisville, KY</i> Adjunct Business Instructor	1997

## Teaching

### Courses Taught

- Human Resources Strategy
- Talent Management
- Organizational Behavior
- Emerging Issues in Human Resources
- The Employment Relationship
- Training and Development
- Managing Human Resources
- Managing Decisions for Results
- Recruiting, Retention, and Selection
- Principles of Management
- Global Human Resources (Travel courses to London, Paris, Prague)
- Global Business (Travel course to Tegucigalpa, Honduras)

### Selected Consulting Engagements

- **Caregiver, Inc.:** Caregiver's Executive team had worked together for less than two years. They wanted to build greater trust on the team that would positively influence organizational health during an aggressive M&A period.
  - Executives learned each other's approaches to decision-making using the HBDI whole-brain thinking model as well as the optimal process flow for team decision-making.
  - The team identified interpersonal and organizational conflicts and worked through a model of productive conflict resolution focused on building trust between team members.
  - A new meeting structure was initiated that ensured interaction and accountability and provided a distinction between strategic and tactical meetings.
  - Additional sessions were held with the director team after initial work with the executive team.

- **Milepost Consulting:** Milepost's CEO wanted to identify low performers and keep high performers engaged, but had no system in place. She wanted an innovative system that avoided the negatives associated with traditional performance reviews.
  - The system was developed to fit Milepost's culture using research on employee motivation and performance and models from Gallup and Deloitte.
  - Managers and peers evaluate performance quarterly in 15 minutes or less with just five questions that assess employee contribution and value to the firm. Managers discuss the feedback with employees quarterly as part of a performance coaching process.
  - Employees with a pattern of low contribution are easily identified and referred to a performance coach. If evaluations do not improve, a departure plan is enacted.
- **HCA Tri-Star Health:** The SVP of HR wanted the HR VPs at 13 regional hospitals to better analyze data from employee engagement surveys and HCAHPS scores to develop strategic HR plans for their hospitals.
  - Each VP developed plans to improve KPIs based on hypotheses they tested statistically including:
    - Increased preceptor orientation hours and new nurse retention
    - Nurse engagement scores by floor and turnover
    - Leader relational score and HCAHPS core measures
    - Year 1 turnover for new nurses vs. experienced nurses

### Speaking Engagements

- State of Tennessee House of Representatives Sexual Harassment Policy Review Committee
- LeadingAge TN Conference – Developing a High-Performance Workforce
- Middle TN Healthcare HR Administrators Meeting – Motivating Employees
- Middle TN Healthcare HR Administrators Meeting – HR Strategy
- Middle TN Healthcare HR Administrators Meeting – Hiring for Cultural Fit
- Middle TN Healthcare HR Administrators Meeting – Becoming a Business Partner
- Middle TN Healthcare HR Administrators Meeting – Framing Your Message for Meaning
- Tennessee Society for Human Resource Management – HR Analytics
- Tennessee Department of Transportation – Motivation
- Brentwood-Cool Springs Chamber of Commerce - Managing Up
- Fifth Third Bank - Crafting Your Career Image
- Women in Commercial Real Estate - Women in Leadership
- Brentwood-Cool Springs Chamber of Commerce - Women in Leadership
- Channel 5+ – Research on Women in Leadership
- NPR – Research on Women in Leadership
- WKRN – Research on Women in Leadership
- AmSurg – Annual Employee Meeting Speaker (Internal Customer Service)
- Barge Waggoner Sumner Cannon – Leadership Development consulting
- Lipscomb Engage Professional Development Seminar – Self-Leadership

### Research Publications

- Treadway, D.C., Yang, H., Yang, J., **Duke, A.B.**, Bentley, J.R. (2020). Strategic Silencing: A Political Perspective on the Workplace Bully-Bystander Relationship. In: D'Cruz, P., Noronha, E., Keashly, L., and Tye-Williams, S. (eds) *Workplace Bullying. Special Topics and Particular Occupations, Professions and Sectors*, Vol. 4 of Skelton, T. (ed.) *Handbooks of Workplace Bullying, Emotional Abuse and Harassment*. Springer, Singapore.
- Capps, C., Duke, A., & Borchers, A. S. (2018). Personal Gain or Community Good: When is it Time to Pass the Torch? *Journal of Critical Incidents*, 11 (1), 73-75.

- Treadway, D. C., **Duke, A. B.**, Perrewe, P. L., Breland, J. W., & Goodman, J. M. (2011). Time May Change Me: The Impact of Future Time Perspective on the Relationship between Work-Family Demands and Employee Commitment. *Journal of Applied Social Psychology*.
- Novicevic, M. N., **Duke, A. B.**, Holmes, E. R., Breland, J. W., Buckley, R. M., Mark N Bing (2011). Customers co-creating value with the firm: Implications for IHRM. *International Journal of Human Resource Management*.
- Treadway, D. C., Breland, J. W., Adams, G. L., **Duke, A. B.**, & Williams, L. A. (2010). The interactive effects of political skill and future time perspective on career and community networking behavior. *Social Networks*.
- Harvey, M., Treadway, D. C., Heames, J. T., & **Duke, A. B.** (2009). Bullying in the 21st Century Global Organization: An Ethical Perspective. *Journal of Business Ethics*, 27-40.
- **Duke, A. B.**, Goodman, J. M., Treadway, D. C., & Breland, J. W. (2009). Perceived organizational support as a moderator of emotional labor-outcomes relationships. *Journal of Applied Social Psychology*, 1013-1034.
- Brouer, R., **Duke, A. B.**, Treadway, D. C., & Ferris, G. R. (2009). The Moderating Effect of Political Skill on the Demographic Dissimilarity Leader-Member Exchange Quality Relationship. *Leadership Quarterly*, 61-69.
- Novicevic, M. N., Sloan, H. J., **Duke, A. B.**, Holmen, E. R., & Breland, J. W. (2007). Customer relationship management: Barnard's foundations. *Journal of Management History*, 306-318.
- Breland, J. W., Treadway, D. C., **Duke, A. B.**, & Adams, G. A. (2007). The interactive effect of leader-member exchange and political skill on subjective career success. *Journal of Leadership and Organizational Studies*, 1-14.
- Treadway, D. C., Ferris, G. R., **Duke, A. B.**, Adams, G. A., & Thatcher, J. B. (2007). The moderating role of subordinate political skill on supervisors' impressions of subordinate ingratiation and ratings of subordinate interpersonal facilitation. *Journal of Applied Psychology*, 848-855.
- **Duke, A. B.** & Long, C. S. (2007). Trade from the Ground Up: A Case Study of a Grass Roots NGO Using Agricultural Programs to Generate Economic Viability in Developing Countries. *Management Decision*, 1320-1330.
- Harvey, M. G., Novicevic, M. N., Ready, K. L., Kuffel, T., & **Duke, A. B.** (2006). Managing change in business schools: Focus on faculty responses. *Journal of Education for Business*, 160-164.

### University and Community Service

- Tennessee Independent Colleges and Universities Association Executive Leadership Institute
- Community Partnerships Action Team
- Diversity in Hiring Committee
- Budget Efficiency Action Team
- Engage Leadership presenter
- University Website Vendor Selection Committee
- Society for Human Resource Management Student Chapter Advisor
- College of Business Dean's Search Committee Chair
- Provost's Dinner Faculty Speaker
- Graduation Faculty Charge Speaker
- Initium Faculty Charge Speaker
- Undergraduate Research Symposium Keynote Speaker
- New Faculty Mentor
- New Faculty Orientation Presentation: Faith and Academics
- New Faculty Orientation Presentation: Student Engagement
- Staff Development Presentation: Balancing Work and Family
- Leadership Lipscomb Presentation: Understanding Student Differences
- Faculty Training: Performance Development
- Joshua Project Student Mentor
- Core Curriculum Reform Committee
- Student Philanthropy Nominating and Mentoring Committee
- Young Professional Affinity Group Advisor
- National Center for Healthcare Education and Innovation Task Force

- Faculty Senate Council
- Dual Enrollment Task Force
- Innovative Learning Committee
- Environmental Scanning Team
- Library Strategic Task Force
- Youth Encouragement Services – Past President and Executive Committee
- Nashville Emerging Leaders Awards Judge
- Hospital Basket Ministry Co-Chair (collect and distribute toiletries, food, and magazines to ICU family waiting areas at local hospitals)
- Room in the Inn Volunteer
- Nashville Rescue Mission Volunteer
- Children’s Ministry teacher
- Mission Trip to Tegucigalpa, Honduras

### **Honors & Awards**

- Nashville Business Journal Woman of Influence
- Nashville Emerging Leader Award
- Lipscomb University Outstanding Teacher Award
- Lipscomb Bridges Leadership Program
- Lipscomb Connect Program
- MT-SHRM Partner of the Year
- Outstanding College of Business Faculty Award
- Academy of Management Conference Best Paper Award
- Faculty Research Grant
- Technology Enhancement Grant
- Innovative Course Grant
- US Professor of the Year Nominee