

**Molly Epstein, Ph.D.**

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**EXPERIENCE**

**EMORY UNIVERSITY, Atlanta, Georgia** **1998 – Present**  
**Goizueta Business School**

Professor in the Practice of Organization and Management **2017 –Present**

Associate Professor in the Practice of Management Communication **2007 – 2016**

- ◆ Earn consistently strong student evaluations.
- ◆ Coordinate with Andrea Hershatter, BBA Dean, to create the BBA core communication and leadership course. Mentor and train adjunct instructors.
- ◆ Teach a variety of Goizueta Business School courses to BBAs, MBAs, and Ph.D. candidates
  - BUS 365: Business Communication Strategy (2002-Present),
  - BUS 432: Negotiations (2017)
  - BUS 704: Business Teaching for Ph.D. Students (2007-2011)
  - BUS 704b: Persuasive Academic Presentation Skills: Presenting and Defending Dissertations and Theories (2005-2010)
  - BUS 561: Communication Strategy/Goizueta-Plus (1998-2007)
- ◆ Teach sessions for Goizueta Executive Education (2002 – Present)
  - *Excellence Through Leadership*, Emory University Program
  - *Academic Leadership Program*, Emory University Program
  - *Managerial Leadership Certificate Program*, Goizueta Business School
  - *Negotiations and Conflict Management, Critical Thinking and Decision Making*
- ◆ Provide annual communication training for diverse programs including
  - *Summer Business Institute*, Goizueta Business School, Emory University
  - *LEAD Program* for Under-represented Students, Goizueta Business School, Emory University
  - *Admitted Freshman Lectures*, Office of Admissions, Emory University
  - *TATTO*, Laney Graduate School, Emory University

Director, Goizueta Presentation Coaching Program **2010 – Present**

- ◆ Supervise lead coaches and advise on strategic issues. The Presentation Coaching Program provides peer coaching and feedback to approximately 500 BBAs each year.
- ◆ Mentor lead coaches and manage fifteen coaches.
- ◆ Lead training seminars each semester in how to evaluate and provide feedback on presentations.

Team Leader, Management Communication Department **2002 – 2010**

- ◆ Managed two full-time instructors.
- ◆ Trained and mentored instructors in effective delivery of course materials through training sessions, observation, critique of classroom performance and interpretation of evaluations.
- ◆ Ensured course quality and consistency by monitoring course content, texts, and assignments.

Assistant Professor in the Practice of Management Communication **2000 – 2007**

- ◆ Earned consistently strong student evaluations from MBAs and Ph.D. students.
- ◆ Led communication assessment and training for one-year and two-year MBA students.

Senior Lecturer, Management Communication **1998 – 2000**

**CARR, RIGGS, AND INGRAM, LLC**, Enterprise, Alabama

**2007 –Present**

Scholar in Residence and Director of the CRI Leadership Academy

- ◆ Developed and lead an internal professional development training program, The CRI Leadership Academy (CRILA). CRILA takes place annually and trains approximately 1,000 professional employees in one day.
- ◆ Designed curriculum for twelve (12) professional education courses.
- ◆ Train and certify as trainers thirty (50) partners each year. Partners become certified trainers and deliver curriculum at the CRI Leadership Academy.
- ◆ Provide ongoing coaching and support for CRI Leadership Academy trainers.

**GEORGIA STATE UNIVERSITY**, Atlanta, Georgia

**1992 –1998**

**Business Communication Programs, College of Business**

Undergraduate Coordinator

**1995 - 1998**

Coordinated undergraduate programs for all aspects of business communication for the College of Business.

- ◆ Managed and coordinated teaching of up to ten instructors per quarter, ensuring that all instructors use comparable course materials and grading policies.
- ◆ Trained both new and existing instructors through training sessions, observation and critique of classroom performance and interpretation of student evaluations.

Instructor, Managerial Communication

**1992 - 1998**

Prepared senior level undergraduates to communicate effectively as managers through written assignments, group role-plays and presentations.

- ◆ Developed and conduct interview workshop for students.
- ◆ Created course materials and teaching notes used by all instructors.

**Continuing Education/Professional Education**

**1994 - 1998**

Instructor, Graduate Management Aptitude Test Prep Course

Taught GMAT test-taking strategies and essay writing fundamentals to college graduates and business executives.

**TOTAL COMMUNICATION CONSULTANTS**, Atlanta, Georgia

**1991 - Present**

Consultant

Provide full communication strategy services to a variety of clients.

- ◆ Train executives from Coca-Cola, MailChimp, SunTrust, Newell Rubbermaid, The Home Depot, and Turner Entertainment in writing and presentation skills.
- ◆ Provide on-going communication services, including development of marketing strategy and materials, speech writing, web site content, articles for publication, and annual reports.

**LAWLER BALLARD**, Kalamazoo, Michigan

**1989 – 1991**

Advertising Account Executive: First of America Bank

Developed marketing plans, strategies and creative direction on several system-wide campaigns for a variety of financial products/services.

**COLUMBIAN ADVERTISING**, Chicago, Illinois

**1988 – 1989**

Account Coordinator: The Kellogg Company

## EDUCATION

**Georgia State University**, Atlanta, Georgia, 1998  
Doctor of Philosophy in Literature

**Georgia State University**, Atlanta, Georgia, 1994  
Master of Arts in Literature

**Northwestern University**, Evanston, Illinois, 1988  
Master of Science in Advertising, Medill Graduate School of Journalism

**Northwestern University**, Evanston, Illinois, 1987  
Bachelor of Science in General Education, English Major; Communications Minor

## CERTIFICATIONS

**The Birkman Method** ®, Birkman International, Certified Level II Consultant, 2010

**The Birkman Method** ®, Birkman International, Certified Consultant, 2007

**The Profilor** ®, Personnel Decisions International (PDI), Certified Consultant, 2007

## ACTIVITIES

<b>Management Communication Association</b>	1998 - Present
<ul style="list-style-type: none"><li>♦ Director, Membership Committee (2013 – Present)</li><li>♦ Board of Directors, Member (2006 – 2013)</li><li>♦ Host of annual meeting of 100+ professors from top business schools at Emory University (2010 and 2015)</li></ul>	
<b>Out for Undergraduate (O4U)</b>	2013- 2016
<ul style="list-style-type: none"><li>♦ Advisor (2016 – Present)</li><li>♦ Board of Directors Member (2013-2015)</li></ul>	
<b>BBA Committee</b> , Goizueta Business School	2003 - 2015
<b>MBA Curriculum Revision Implementation Committee</b> , Goizueta Business School, Member	2007 - 2008
<b>Emory University Advisory Council for Teaching (UACT)</b> , Master Teaching Program, Member	2004 - 2008
<b>Association of Business Communication</b> Teaching Committee Member (2004 – 2012)	1994 - Present
<b>Interviewer</b> , Northwestern University Alumni Admissions	1992 - Present

## PUBLICATIONS

**“Millennials and the World of Work: An Organizational and Management Perspective in 2017,”** *The Sociology of Emerging Adulthood: Studying Youth in the Context of Public Issues*, edited by Patricia S. Herzog. Cognella Academic Publishing, 2017, 201-224.

**“Eportfolio: A Tool for Constructing a Narrative Professional Identity,”** *Business Communication Quarterly*, with N.Graves. September, 2011.

**“Millennials and the World of Work: An Organization and Management Perspective,”** *Business and Psychology*. Spring, 2010. With co-author Andrea Hershatter.

**“Recruiting, Retaining and Managing the Millennial Generation,”** *Selected Readings 2008 - Management of a Practice*. American Institute of Certified Public Accountants, 2008. (AICPA’s *Selected Readings* publications are “best of” compilations of accounting and management publications from a variety of publishers, including AICPA, Harvard, and MIT.)

**“The Millennial Generation: Recruiting, Retaining, and Managing,”** *Lagniappe (Human Resources Issue)*, October, 2007. (Lagniappe is a publication of the Society of Louisiana Certified Public Accountants.)

**“Recruiting, Retaining and Managing the Millennial Generation,”** *Today’s CPA*, May, 2006. (*Today’s CPA* is a publication of the Texas Society of Certified Public Accountants.)

**“Introduction”** to *Managerial Communication Series: Listening and Responding (Module 7)*, by James O’Rourke and Sandra Collins. South-Western, 2005.

**Supplements for Business Communication: Discovering Strategy; Developing Skills**, by Sherron Bienvenu and Paul Timm. Prentice Hall, 2002.

- Instructors’ Manual
- Student Study Guide and Test Bank
- PowerPoint Lecture Slides
- Interactive CD Rom
- MyPHlip interactive companion web site

**Perils of Pauline2**, Prentice Hall, 2002

This interactive CD Rom presents video scenarios of character Pauline Peterson. This disk is included with most Prentice Hall business communication texts. Based on Pauline’s adventures, students complete interactive exercises on the following topics:

**Business Communication Quarterly**

Spring 1999

“The Business Professor’s Challenge: Teaching Field-specific Writing: Results of a WAC Survey at Georgia State University’s College of Business Administration”

**Competitive Edge (Communications Issue)**

July 1999

“Putting Your Best Foot Forward: The Key is Improved Communication”

**PAPERS and PRESENTATIONS**

- Alkon-Command** Oct., 2016  
Atlanta, GA  
“Engaging Your Millennial Employees” (with Karl Watson, Principal)
- Out for Undergraduate Business Conference** Oct., 2016  
Goldman Sachs, New York, NY  
Your Role as a Mentor: Mentorship Training (with Brandon Fail, Executive Director)
- Out for Undergraduate Business Conference** Oct., 2015  
PepsiCo, New York, NY  
“Tactics for Communication Success” (with Brandon Fail, Executive Director)
- Heidrick & Struggles** Dec., 2015  
Chicago, IL  
“Communicating with Gender Intelligence”
- Management Communication Association** May, 2015  
Stanford University, Palo Alto, CA  
“Balancing Academia and Consulting: A Workshop for Professors Who Consult” (with Evelyn Williams, Georgetown University)  
“Progress in 2015: Membership Committee Update”
- Management Communication Association** June, 2014  
Dartmouth College, Hanover, NH  
“International, Diverse, and Egalitarian: Our Membership Vision”
- Out for Undergraduate Technology** Feb., 2013  
Facebook, Palo Alto, CA  
“Developing and Intentional Networking Strategy”  
(with JD Schramm, Stanford University)
- Association of Business Communication** Nov, 2010  
Chicago, IL  
“Advancing Your Career, Part II: Beyond Your Teaching Philosophy Statement”  
(Teaching Committee’s Plenary Session)
- Association of Business Communication** Nov, 2009  
Portsmouth, VA  
“Positioning Yourself for Promotion: Creating Your Teaching Philosophy Statement”  
(part of the Teaching Committee’s Plenary Session)
- Management Communication Association** May, 2009  
Stanford University  
Palo Alto, California  
“The Future of MCA: A Report from MCA Thought Leaders”

- Upstream Academy Best Practices Conference** Oct., 2007  
San Antonio, TX  
“Are We Speaking the Same Language? Managing Intergenerational Communication and Expectations”
- Texas Society of CPAs** Jun., 2007  
Galveston, TX  
“Understanding Your Employees: The Millennial Generation”
- Management Communication Association** May, 2006  
University of Southern California  
Los Angeles, CA  
“Understanding Your Employees: The Millennial Generation”  
“Management Communication 1978 – 2034: A Facilitated Group Discussion” with Tom Hajduk, Carnegie Mellon, and Carter Daniels, Rutgers University
- Chief Residents Leadership and Management Seminar** May, 2006  
Emory University School of Medicine  
Atlanta, GA  
“Interpersonal Communication Skills”
- Convention of the Association of Business Communication** Oct., 2005  
Irvine, CA  
Teaching Workshop created by the Teaching Committee  
Plenary Session: “Teaching Your Millennial Generation Students”
- Management Communication Association** May, 2005  
University of North Carolina, Chapel Hill, NC  
“Understanding Your Students: The Millennial Generation”
- Emory University UACT Master Teaching Program** May, 2005  
Emory University, Atlanta, GA  
Plenary Session: “Understanding Your Students: The Millennial Generation at Emory University” (with co-authors Michael Neville, Pharm.D., and Kelly Brewer, MSN, both of Emory University School of Nursing)
- Management Communication Association** May, 2004  
Tulane University, New Orleans, LA  
“Teaching as Management Communication – BUS 704: Business Teaching for PhDs in Business.”
- Convention of the Association of Business Communication** Oct., 2000  
Atlanta, GA  
“Customized, Coordinated, and Comprehensive: Creating a New MBA Management Communication Program”
- Convention of the Association of Business Communication** Nov., 1999  
Los Angeles, CA  
“Taking the Terror Out of Grading Papers: Rubrics to the Rescue”  
“Don’t Do It the Hard Way: Just Do It!” (with co-authors Sherron Bienvenu and Deborah Valentine)

**Convention of the Association of Business Communication** Nov., 1998  
San Antonio, TX

“Breaking the Writing Barrier: Results of a WAC Survey at Georgia State University’s College of Business Administration”

**Convention of the Association of Business Communication** Nov., 1997  
Washington, DC

“Benefits of Business Leaders as Instructors”  
(with co-authors Daphne Schechter of Coca-Cola and Ron Weiser of Weiser Assoc.)

**Association of Business Communication, Regional Conference** Mar., 1997  
Williamsburg, VA

“Specific Practical Ways to Motivate Students to Do their Best Work, Part 2”

**Convention of the Association of Business Communication** Nov., 1996  
Chicago, IL

“Toward a Paperless Classroom: Providing Feedback on Documents through E-mail”  
“CyberTeaching: Managing E-mail Relationships with Students”  
(with co-author David Nelson of Georgia State University)  
“Specific Practical Ways to Motivate Students to Do their Best Work”  
(with co-author Fay Krapf of University of North Carolina at Chapel Hill)

**Association of Business Communication, SE Regional Conference** Mar., 1996  
Kiawah Island, SC

“Creating a Paperless Classroom: Using E-mail to Receive and Evaluate Assignments”

**Convention of the Association of Business Communication** Nov., 1995  
Orlando, FL

“How to Effectively Host an Instructor Training Session”  
“Increasing Student Writing Skills through Audiotaped Feedback and Rewrites”