

DR. KENNETH H. WARD

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PHILOSOPHY

As a passionate educator, researcher, coach, and management consultant, I seek collaborative environments where I can apply my enthusiasm, creativity, teaching skills, and business experience to prepare students and clients for the challenges of the 21st century.

SUMMARY OF QUALIFICATIONS

- Over 20 years, teaching experience at the university and secondary levels serving both traditional and at-risk students. Courses taught include: *Organizational Behavior, Business Ethics, HR Staffing, Employee Relations, Management & Organization, International Human Resources, Quantitative Business Analysis, Project Management, Career Planning, IT Systems Design and Planning, Training and Development, Algebra, Geometry, Physics, Ergonomics, Environmental Sustainability, and Service Learning.*
- Experienced management consultant and trainer in the areas of performance management, HR strategic planning, scorecard development, project management, IT strategy, ergonomics, work design, training, and process improvement with project work completed in municipal, manufacturing, service, and education sectors.
- Coaching experience – Executive coaching, Academic coaching, Athletic coaching (football, basketball, golf)
- Passionate and creative in seeking ways for all students to learn using evidenced-based teaching practices to include: experiential learning, blended course designs, technology, and traditional methods.
- Versed in *Brain-Based* education & the *NEO Big Five* and their relationships to classroom and workplace issues.
- Certified Secondary Education Teacher – Grades 7-12 *Mathematics* and *Physics*, Kansas & Missouri, U.S.A.
- Versed in accreditation activities at the university and secondary levels (AACSB, ABET, NCA).
- Speak and write German.
- Research interests include: Business Education & Pedagogy, Performance Management, Politics & Power, Strategic Knowledge Management, Coaching Effectiveness in the Workplace, Project Team Effectiveness.

EDUCATION

University of Kansas, Lawrence, KS

Ph.D. Human Resource Management - Spring, 2016 Dissertation with Honors – “*Can a Student Run Business Capstone Course Generate Relevant Forces That Last a Life Time– You Bet’ it Can - A Grounded Theory Investigation of a Student Run Business in an Undergraduate Industrial Engineering Program*”

Kansas State University, Manhattan, KS

M.S., Industrial Engineering – March 1994, B.S., Industrial Engineering (Emphasis in Marketing) – May 1992
Master’s Thesis Focus: *Training Systems Related to Total Quality Management Implementation*

Rockhurst College, Kansas City, MO

Secondary Education Certification, May 1995 (Certified in Physics and Math, Eligible for Business)

HONORS / AWARDS

RESPECT Award - College of Business, University of Kansas (2013)

Holmes GTA Teaching Award - College of Business, University of Kansas (2013)

Tollefson GTA Teaching Award - College of Business, University of Kansas (2012, 2013)

Nominated for University-Wide GTA Teaching Award – University of Kansas (2012, 2013)

PhD. Deans List – College of Business, University of Kansas (2011-13)

Nominated as Instructor of the Year - College of Business, Kansas State University (2004)

Nominated for the Norm Scott Award – Black & Veatch Corporation (2002)

ORGANIZATIONS

Project Management Institute / Society of Human Resource Management / Academy of Management
City of Westwood, Kansas Foundation Board Member – (2008 – 2013)

Department of Industrial and Systems Engineering Advisory Board – Kansas State University (2009-2013)

INDUSTRY EXPERIENCE

Centres LLC, Westwood, KS 2007 - Present

President / Management Consultant – Recent projects include:

Business Communication & Leadership Training for Hamburg Sud Group, Hong Kong – Developed customized leadership training programs for Trade Management department including team facilitation and one-on-one coaching.

Performance Management Programs for the Littleton/Englewood Wastewater Treatment Plant, Englewood, CO, U.S. – Developed employee career plans in alignment with pay-for-performance initiatives; facilitated strategic and tactical plans for Operations, Maintenance, and IT divisions; developed KPI and scorecards for all plant divisions, and facilitated conflict resolution and team building sessions for plant leadership team.

Supply Chain Analysis for a Mid-sized Food Manufacturer headquartered in Northeast Kansas, U.S. - Conducted an audit and developed an implementation plan for inventory level optimization, communication flows, and line balancing.

Process Analysis and RFP Development for the Oklahoma Department of Environmental Quality, Oklahoma, U.S. - Designed new business processes to support the implementation of a new Environmental Information Management System and developed a Request for Proposal (RFP) for vendor selection.

Performance Indicator Development for City of Fresno, U.S., - Facilitated the development of performance measures and targets for various operations and service divisions within the City.

Bishop Miege High School, Shawnee, KS 2003 – 2007

Resource Specialist

Served on the *North Central Accreditation* steering committee in developing a school wide initiative to fulfill state standards in math, reading, language arts, problem solving, and study skills. Responsibilities included developing appropriate performance indicators and measurement systems to demonstrate school improvement.

Black & Veatch Corporation, (Management Consulting Division) Kansas City, MO 1999 – 2003

Management Consultant – Served as a management consultant for multiple utility clients across the United States.

Provided clients with services in the following areas: Organizational effectiveness, process reengineering, staffing, strategic planning, information technology, project management, information management, change management, performance measurement, team building, and supervisory training. Used participatory management skills while serving as a project manager on multiple projects. Responsible for managing project teams, budgets, schedules, and deliverables. Clients included: the Cities of Portland, OR; Los Angeles, CA; Charleston, SC; Littleton, CO; Kodiak, AK, Paducah, KY; Salem, OR; and the District of Columbia.

Department Marketing Coordinator – In addition to consulting services, led departmental marketing efforts including the development and maintenance of marketing plans, promotion, client relations, business development, partnership alliances, budgeting, and the selling of services and products. Facilitated sales increase by over \$1.5 million. Led process improvement efforts for department-wide initiatives, which improved the delivery of products and services.

Industrial Engineering Services, Kansas City, MO 1994 – 1997

Industrial Engineering Consultant – Served as an industrial engineering consultant in both manufacturing and service environments. Projects included conveyor system design, utility lift design, productivity assessments, ergonomic assessments, tool design, manufacturing redesign, distribution improvement, and the development of a time study database. Clients included Allied Signal, Country Mart, Douglas & Lomason, Duke Mfg. and Durkee Drayage.

Kansas State University, Manhattan, KS 1990 – 1994

Research Assistant - Served as an assistant to the industrial engineering department. Responsibilities included the grading of tests and projects, database maintenance, and course development. Assisted in research projects for Burlington Northern Railroad and the State of Kansas Solid Waste Division.

TEACHING EXPERIENCE

University of Kansas, College of Business Lawrence, KS August, 2016 – Present, Spring 2009– Spring 2013
Adjunct Instructor - Teach undergraduate courses in *Organizational Behavior, Business Ethics, HR Staffing, Project Management, Training & Development, and Career Planning*. Used various teaching methods including guest speakers, on-line simulations, field trips, service learning projects, and blended-learning to develop students as project managers and trainers for various industrial sectors.

Special Projects – Currently leading a faculty team to convert the Human Resource Management Concentration to a Minor. Serve as the faculty advisor for the KU Student SHRM chapter. Developed and conducted assessments for the University of Kansas Business School Undergraduate and MBA programs to evaluate performance in preparation for the AACSB Accreditation cycle. Co-developed a scoring rubric for undergraduate capstone summative case study and served as an evaluator (3 years). Created and implemented an evaluation tool to capture student growth within the MBA program. Developed and conducted an *Intro to Project Management* workshop for K.U. Self Ph.D. Fellows Program (2016, 2012)

Hong Kong Polytechnic University, College of Business Hong Kong – Fall 2014 – May 2016
Teaching Fellow – Taught undergraduate courses in *Management & Organization, International Human Resources, and Environmental Sustainability – Service Learning*, and a graduate course in *Employee Relations*. Used various teaching methods including guest speakers, simulations, field trips, service learning projects, and blended-learning to develop students in preparation for the business world and as global citizens. Launched new service learning course matching over 100 students (22 project teams) with 12 local and international NGOs. Worked with students from over 12 different countries drawing from Europe, Southeast Asia, and North America.

Bishop Miege High School, Shawnee Mission, KS August 2003 – May, 2007 (Teaching) / May, 2008 (Coaching)
Classroom Teacher and Head Coach -Taught statistics, geometry, physics, and fundamentals of algebra grades 9-12. Served as the head varsity golf coach, head freshmen football coach, head sophomore girls basketball coach. Responsible for student and athlete performance, classroom management, instruction, curriculum development, assessment, parent communication, inventory of equipment, scheduling, ACT prep, team building, public relations, and golf team budget. Led golf teams to state competitions after a three-year absence prior to taking over the team.

Kansas State University, College of Business Manhattan, KS Spring 2003
Adjunct Instructor -Taught two sections of senior level *Quantitative Business Analysis* with each section having 44 students. Presented *real world* case studies in a participatory environment with a focus on quantitative problem solving and performance management. Syllabus included case studies, algebraic techniques, computer analysis, team exercises, and exams.

Kearney High School, Kearney, MO August 1997 – May 1999
Classroom Teacher/Coach.-Taught Algebra and Physics for grades 9-12. Utilized multi-media technologies in all classes. Developed performance-based assessment in unison with the *Missouri Show Me Standards*. Independent physics class won Regional Engineering competition and attended National Event in Washington D.C.. Head 7th/8th Grade Football Coach, Assistant Varsity Basketball Coach, and Head Academic Team Coach. Academic team won two conference championships during tenure.

DeLaSalle Education Center, Kansas City, MO August 1995 – June 1997
Classroom Teacher / Computer Administrator - Taught math and science classes for at-risk secondary students using individualized and whole class instruction. Responsible for developing curriculum, maintaining lab equipment, and departmental purchasing. Coached basketball and started a chess team which participated in the 1996 Missouri State Chess Tournament. As Computer Administrator, implemented and maintained a Windows NT computer network. Responsible for information planning, IT systems maintenance, security, purchasing, inventory, and training.

Hyman Brand Hebrew Academy, Overland Park, KS May 1995
Teacher. - Took over four sections of 7th and 8th grade science for teacher on maternity leave. Developed and implemented lesson plans using both formal and informal means of assessment. Responsible for class management and safety. Was offered a full time job after stint but had a prior teaching commitment.

Van Horn High School, Independence, MO Spring 1995

Student Teacher. - Taught two sections of college level physics, a section of high school physics, and a section of chemical/ceramic engineering. Designed and delivered lesson plans integrating math, history, physics, and ACT Prep.

Kansas State University – College of Engineering Manhattan, KS Spring 1993 and Fall 1992

Instructor (*Manufacturing Systems Design, Senior Level Course*) - Facilitated a class of 26 students in the simulation of a manufacturing company. Using Socratic instruction, led students through all aspects of the course including finance, product development, sales, marketing, human resources, and management.

Teaching Assistant (*Advanced Industrial Management, Junior-level*) - Lectured on situational management, budgeting, and employee relations. Used drama skills in management role-playing simulation. Counseled students in leadership, management decision-making, and career management.

Lab Instructor (*Industrial Workplace Design, Senior-level*) - Taught two laboratory sections of industrial workplace design. Laboratory projects focused on ergonomic design, process reengineering, safety, quality improvement, and general management issues related to the workplace.

PRESENTATIONS / PUBLICATIONS

“The Art Science of Project Management” – University of Kansas Self Ph.D. Fellows Leadership Program. (January, 2017 & August, 2012)

“Treating Your Service Learning Class As A Project Manager”, Teaching Symposium with Dr. Lianne Lam– Hong Kong Polytechnic. Presenting at the Academy of Management Teaching & Learning Conference August, 2016

“Surviving Worse-off Performance Peer Feedback: Positive Personality Traits as Buffers”, working paper with Dr. Elvy Pang and Mr. Herbert Leung – Hong Kong Polytechnic. Presenting to the Academy of Management Conference August, 2016

Project Management Fundamentals - Hong Kong Polytechnic – Leadership Course – Fall 2014

The America You Don’t Know – Hong Kong Polytechnic – Leadership Course – Fall 2014

Performance Management Programs and Supervisor Feedback to Employees: “Perhaps one reason ‘All’ Employees do not perform as Management Expects” - Midwest Academy of Management Fall, 2012

Empowerment and Taylorism – Can They Coexist? KU Graduate Forum – Spring 2012

Project Management – An Art and Science, Instructor, City of Lakewood, CO Leadership Training Forum, Fall, 2008

Don’t Forget Who You Are and Where You Come From - Lead Speaker, Bishop Miege Senior Retreat Spring 2007, 2006.

Balancing Your Work Life and Personal Life – Is it Possible? Lunch Speaker-46th Annual IIE Region V Technical Paper Conference. Kansas State University, March 2005.

The Effective Manager: Technology Trends, Issues, and Skills for the Water Utility. University of Minnesota - The 2002 Water Utility Management Institute. St. Paul, MN March 2002.

A Balancing Act - An Electronic Guide to a Balance Scorecard. Minnesota Section of American Water Works Association. St. Paul, MN October 2001.

A Team Approach – Laboratory Reengineering and Procurement of a LIMS. National American Water Works Association Annual Conference, Washington D.C. June 2001.

Beyond the Planning. Ward, K.H.; Williams, C.T; Logue, C.. American Water Works Association – Water Environment Federation Joint Management Conference. Portland, OR. February 2001.

When Microsoft Office is No Longer Enough. Minnesota Section of American Water Works Association, Mankato, MN. October 2001.

Use of Multiple Intelligences in the Classroom. Kansas State Board of Education, Topeka, KS May 1995.

TQM in Training Systems, McCahon, C; Rys, M.; Ward, KH. Information Management Systems. Spring 1995.

Ergonomic Grip Design. Konz, S.; Ward, K.H. International Human Factors Convention. Toronto Canada 1993.

An Industrial Engineer’s View of the United States Educational System and Its Relationship to International Competition. Institute of Industrial Engineers Regional Student Paper Conference. University of Oklahoma, 1992.

SPECIAL TRAINING

Capstone Courses & Blended Learning, University of Kansas, Center for Teaching Excellence, 2012

Centacs NEO Big Five Personality Assessment Certification, Charlotte, North Carolina, 2009

Blackboard Software Training – University of Kansas, Lawrence, KS Winter 2008

Performance Management Society Human Resource Management, Overland Park, KS Fall 2008

Lean Manufacturing and Servant Leadership Workshop Institute of Industrial Engineers, Kansas City, KS Fall 2006

Executive Management Seminar – “The Good, the Bad, and the Ugly of Performance Management”, Overland Park, KS Spring 2006.

Unitown Diversity Workshop Bishop Miege, Shawnee, KS Spring 2004.

Value Based Management Seminar Black & Veatch Corp. Spring 2003.

How to Develop a Balanced Scorecard Workshop– ASQ Kansas City, KS Spring 2002.

IT Project Management. University of Southern Maine. Fall 2000. 2-credit hr course

Marva Collins Seminars – Three day immersion in the Marva Collins Teaching Method, Chicago, IL January 1997.

Jim Beam Seminars – “Creating a Student Centered Curriculum”, Kansas City, MO April 1996.

North Central Accreditation Annual Conference – “School to Work”. “TQM in the Classroom”, “Reading Workshop”. Chicago, IL March 1996.