

Dr. Elizabeth Bailey

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LECTURER

A training and development professional with demonstrated teaching experience providing practical and relevant knowledge in the fields I teach. I use content-driven, real-world activities where learners explore applying the information they are learning.

RESEARCH IN TEACHING

- Common Instructional Design Activities and Corresponding Skills (working with Drs. Lisa Giacomo and Steve Villachica of Boise State University)
- Researching the use of and barriers to using rubrics in corporate environments
- Exploring the use and promotion of impromptu focus groups to collect informal qualitative data

EDUCATION

- PhD, Applied Training and Performance Improvement, 2016, University of North Texas, Denton, Texas. Dissertation - *Comparative Study of Perceived Barriers to Faculty Participation in Distance Education at a Four-Year University*. Drs. Jeff Allen, Robert Insley, Jerry Wircenski, and Rose Baker, Chairs
- MS, Instructional and Performance Technology, 2004, Boise State University, Boise, Idaho.
- BS, Management, 2002, University of Phoenix, Phoenix, Arizona.

RELEVANT TEACHING EXPERIENCES

University of Maryland University College

Feb. 2011 – Current

Associate Professor - Adjunct

- Instruct undergraduate students using Desire2Learn in 3 credit-hour, experiential learning courses (EXCL) that upon completion, the student submits a portfolio of experiential learning gained from work, military service, and community and volunteer activities for undergraduate credit hours.
- Work as the EXCL Course Chair, supporting all faculty teaching sessions of the course and provide quality assurance review for all courses being taught during the year.
- Teach other courses as needed such as Writing for Managers, COMM 390.
- Provide service to the university, college, and department through Course Chair activities including reviewing course curriculum, assisting with strategic planning of curriculum, and mentoring EXCL faculty.

Boise State University

2017 – Dec. 2018

Adjunct Faculty

- Guide graduate students through learning of adult learning principles to support their achievement of a master's degree or certification in organizational performance and workplace learning.
- Assist learners in applying a broad range of adult learning concepts to organizational challenges.

Richland, Dallas County Community College District.

Aug. 2003 – Jul. 2008

Adjunct Instructor

- Standing instructor of Technical Writing Certificate program courses for the Continuing Education department at Richland College.
- Work with community hiring managers to identify characteristics sought in novice technical communicators and modified course curriculum to support identified needs.
- Instructed continuing education students at North Lake College.

CLASSES TAUGHT

2011 – present	Learning Analysis and Planning, University of Maryland University College Supplement to Learning Analysis and Planning
2017 – 2019	Adult Learning Principles, Boise State University
2015	Writing for Managers, University of Maryland University College
2005	Technical Editing, Richland College Resume Writing and Portfolio Preparation, Richland College Technical Writing Essentials, Richland College Communication Skills for Technical Writers, Richland College Project Management for Technical Writers, Richland College
2004	Advanced Technical Writing, Richland College Technical Writing I, Richland College Survey of Technical Writing, Richland College Technical Writing Essentials, North Lake College

SKILLS

teaching, mentoring, coaching, guiding, curriculum development, policy and procedure, instructional design, process design, technical writing, technical editing, management, process improvement, facilitation, business process improvement, onboarding strategy, software training, criterion-based learning, evaluation strategies, blended learning, post-learning strategies, behavioral engineering, performance analysis, performance support systems, course development

RELEVANT PUBLICATIONS

- Bailey, E. (2015, March). Call for Entries for the 2015 International Summit Awards. *Intercom*, 64(3).
- Bailey, E. (2014, March). Call for Entries for the 2014 International Summit Awards. *Intercom*, 63(3).
- Bailey, E. (2009, September). Society for Technical Communications' (STC) Newsletter Competition. *Intercom*, 56(8), 24-24.
- Bailey, E. (2008, September). STC's Newsletter Competition. *Intercom*, 55(8), 27-27.
- Bailey, E. (2006, Sep/Oct). STC's Newsletter Competition. *Intercom*, 53(8), 31-31.
- Bailey, E. (2006, June). Interviewing (cover story). *Intercom*, 53(6), 6-10.
- Bailey, E. (2006, May/June). Applying servant leadership. *Tieline*, 19(5), 1-1.
- Bailey, E. (2006, May/June). Newsletter competition results. *Tieline*, 19(5), 6-6.
- Bailey, E. (2006). *Giving and Receiving Feedback* (Unpublished training material). Plano, TX: Countrywide Home Loans.
- Bailey, E. (2005, Jul/Aug). STC's Newsletter Competition. *Intercom*, 52(7), 33-33.

- Bailey, E. (2005, February). *Benefits and Considerations for E-Learning* (Unpublished paper). Addison, TX: MSD, Inc.
- Bailey, E. (2005). To Certify or Not to Certify (Unpublished paper). Dallas County Community College District and International Society for Performance Improvement, Dallas Chapter.
- Wise, D. E. & Bailey, E. (2004). Managing the Monster, Managing the Zoo. In Annual Conference Society for Technical Communication, 51, 25-29.
- Bailey, E. (2002). E-learning development process (Unpublished material). Addison, TX. Management System Designers.
- Bailey, E. (2002). E-learning style guide (Unpublished material). Addison, TX. Management System Designers.
- Bailey, E. (2002). Roles & responsibilities in e-learning (Unpublished material). Addison, TX. Management System Designers.
- Bailey, E. (2001). Competency-based Curriculum Development Guide (Unpublished material). Addison, TX. Management System Designers.
- Bailey, E. (2001). *ExoLink Training* (Unpublished training material.) Lewisville, TX: ExoLink Corporation.
- Bailey, E. (2000). *Corporation Style Guide for Printed Material* (Unpublished material). Lewisville, TX: ExoLink Corporation.
- Bailey, E. (2000). *First Choice Security Employee Handbook*. Lewisville, TX: First Choice Security.
- Bailey, E. (1999). *Mobile Training Enrollment Process*. Dallas, TX: Mobil Oil Corporation.
- Bailey, E. (1998.) *Speakeasy* (GIS Publications newsletter). Dallas, TX: Mobil Oil Corporation.
- Bailey, E. (1998). *Standard Managed Environment for Windows NT, Module 3: Managing Disks, Folders, and Files Training*. Dallas, TX: Mobil Oil Corporation.
- Bailey, E. (1997, December). *Access and the Year 2000 White Paper*. Dallas, TX: Mobil Oil Corporation.
- Bailey, E. (1997, December). *Excel and the Year 2000 White Paper*, Dallas, TX: Mobil Oil Corporation.
- Bailey, E. (1997, June). *Mobil Exploration and Producing Turkmenistan, Inc. Business Plan*. Dallas, TX: Mobile Oil Corporation.
- Bailey, E. (1997, January). *Managing Your Publications*. Dallas, TX: Mobil Oil Corporation.
- Bailey, E. (1997, January). *Documentation Style Guide for Printed Material*. Dallas, TX: Mobil Oil Corporation.
- Bailey, E. (1992, October). *WordPerfect Standardization Transition Workshop*. Carrollton, TX: Texas Department of Public Transportation, Dallas Regional Office.

RELEVANT PRESENTATIONS

- Bailey, E. (2019, February). *Improving Organizational Performance*. Presentation at STC webinar.
- Bailey, E. (2018, May). *Managing the Monster, Managing the Zoo*. Presentation at Society for Technical Communication (STC) Technical Communication Summit, Orlando, FL.
- Bailey, E. (2011, May). *Improving Organizational Performance*. Presentation at STC Technical Communication Summit, Sacramento, CA.
- Bailey, E. (2010, May). *Improving Organizational Performance*. Presentation at STC Technical Communication Summit, Dallas, TX.
- Bailey, E. (2009, May). *Improving Performance*. Presentation at STC Technical Communication Summit, Atlanta, GA.
- Bailey, E. (2008, May). Innovative Instructional Design Practices: *Improving Organizational Performance*. Progression presentation at STC Technical Communication Summit, Philadelphia, PA.
- Bailey, E. (2008, May). Best Practices in Management: *Managing Virtual Teams*. Progression presentation at STC Technical Communication Summit, Philadelphia, PA.

- Bailey, E. (2007, October). *Improving Organizational Performance*. Presentation at Lavacon, New Orleans, LA.
- Bailey, E. (2006, May). *Improving Organizational Performance*. Presentation at STC Annual Conference, Las Vegas, NV.
- Bailey, E. (2006, May). *Virtual Teams*. Presentation at STC Annual Conference, Las Vegas, NV.
- Bailey, E. (2006). *Project Management Skills*. Presentation at ISPI DFW Chapter meeting, Dallas, TX.
- Bailey, E. (2005). *Staying Current with Technical Communication*. Presentation at Garland ISD Writing Institute, Garland, TX.
- Bailey, E. & Wise, D. (2005, May) *Managing the Monster, Managing the Zoo*. Presentation at STC Annual Conference, Seattle, WA.
- Bailey, E. (2005, May). *Managing Projects: I Need to Know What*. Presentation at STC Annual Conference, Seattle, WA.
- Bailey, E. (2005, May). *The Realities, and Benefits and Pitfalls of Mentoring*. Presentation at STC Annual Conference, Seattle, WA.
- Bailey, E. (2005, March). *Technical Writing*. Presentations at Career Day, Coppell Middle School West, Coppell, TX.
- Bailey, E. & Wise, D. (2004, May) *Managing the Monster, Managing the Zoo*. Presentation at STC Annual Conference, Baltimore, MD.
- Bailey, E. & et. al. (2004, May). *Project Management: The Realities*. Panelist Presentation at STC Annual Conference, Baltimore, MD.
- Bailey, E. (2004, May). *Managing Projects: I Need to Know What*. Presentation at STC Annual Conference, Baltimore, MD.
- Bailey, E. (2004, May). *Mentoring, Coaching, and Encouraging Creative Thinking*. Presentation at STC Annual Conference, Baltimore, MD.
- Bailey, E. & et. al. (2004, May). *Making the Most of Your STC Membership*. Panelist Presentation at STC Conference, Baltimore, MD.
- Bailey, E. & Wise, D. (2003, May) *Managing the Monster, Managing the Zoo*. Presentation at STC Annual Conference, Dallas, TX.
- Bailey, E. & Mason, C. (2003, May). *Benefits and Pitfalls of Mentoring*. Presentation at STC Annual Conference, Dallas, TX.
- Bailey, E. (2003). *So You Need a Web Site*. Presentation at Lewisville Chamber of Commerce, Lewisville, TX.
- Bailey, E. (2002, October). *I Need to Know What?* Presentation at STC Region 5 Conference, Oklahoma City, OK.
- Bailey, E. & Wise, D. (2002, May). *Managing the Monster, Managing the Zoo*. Presentation at STC Annual Conference, Nashville, TN.
- Bailey, E. (2002). *So You Want a Web Site*. Presentation at Lewisville Chamber of Commerce, Lewisville, TX.
- Bailey, E. & Wise, D. (2001, May). *Managing the Monster, Managing the Zoo*. Presentation at STC Annual Conference, Chicago IL.
- Bailey, E. & Mountford, G. (2001, May). *Holding a Chapter or Regional Conference*. Presentation at STC Annual Conference, Chicago, Illinois.
- Bailey, E. (2000, May). *Using Lotus Notes as a Document Management Tool*. Presentation at STC Annual Conference, Orlando, FL.
- Bailey, E. & Mountford, G. (2000, May). *Holding a Chapter or Regional Conference*. Presentation at STC Annual Conference, Orlando, FL.
- Bailey, E. (1999, May). *Using Lotus Notes as a Document Management Tool*. Presentation at STC Annual Conference, Cincinnati, OH.
- Bailey, E. & Mountford, G. (1999, May). *Holding a Chapter or Regional Conference*. Presentation at STC Annual Conference, Cincinnati, OH.

- Bailey, E. (1997). *Technical Writing as a Career*. Presentations at Career Festival at North Dallas High School (DISD), in 5 classes: English, US History, Reading, English, and Biology, Dallas, Texas.
- Bailey, E. (1990). *Title and Registration When the Legal Owner is Deceased* (Unpublished training material). Carrollton, TX: Texas Department of Transportation, Dallas Regional Office.

PROFESSIONAL EXPERIENCES

Professional experience includes aligning process improvement, training, and other interventions with organizational and department business goals to improve organizational performance. Successfully identified factors causing performance barriers and defined and implemented strategies to remove those barriers within a number of different industries, including healthcare, government, software development, deregulated utility, oil and gas, and financial services.

Mintz Group (investigative services)

Sep. 2016 – Sep. 2018

Director, Training

Developed and presented training and development programs for more than 150 investigative and operations staff worldwide: UK, China, Singapore, and US.

- Transformed the onboarding and continued development experience by designing, developing, and implementing a learner-centered, performance support system using Drupal.
- Increased productivity through the development and implementation of a background check/investigative research training program to transform the learning environment, including empirical research methods.
- Improved employee engagement by designing and implementing an on-the-job mentoring program to support new employees worldwide.
- Developed and implemented a performance improvement process and review guidelines for novice supervisors, along with coaching employees in using constructive feedback concepts.

ION Solutions, an AmerisourceBergen company (health care)

Jan. 2012 – Feb. 2015

Director

Designed and implemented training curriculum while planning delivery, tracking, and evaluation through Cornerstone learning management system. Recommended integration of Articulate Storyline.

- Planned strategic direction for designing, conducting and supporting ION revenue stream using the latest training methodologies, techniques and concepts.
- Determined training needs through numerous evaluation methods including task and needs analysis. Worked with developers within an Agile environment to define user stories.
- Collaborated with management to identify metrics to support performance improvement.
- Designed and implemented usability strategy including studies with TechSmith Morae, to define software usability enhancements within a software development life cycle (SDLC), to decrease customer support calls and improve user performance, and enhance processes for software solution deployment.
- Guided product team through core project milestones to achieve successful product launch. Managed the operations of our Nucleus Solutions' mock clinic, in which we provide training offerings to pharmaceutical representatives and practice personnel, a revenue channel for the organization.
- Facilitated overview of ION Solutions offerings and Nucleus Solutions Clinic for more than 600 guests and new hires.

McKesson Pharmaceuticals (health care)

Jun. 2008 – Dec. 2011

Manager, Organizational Effectiveness

Designed and executed a quality call monitoring process and developed the team performing the evaluations on more than 250 call center agents in three locations across the US.

- Designed and executed the training program for a SAP warehouse training, including strategy for training cadre of trainers and coordination of training implementation.
- Determined specific training needs through observation, interviews and evaluations. Led the design and implementation of a new hire training program designed to allow new hires to be effective and well-performing customer service representatives upon completion.
- Designed and executed the implementation of a new, web-based, documentation (FrameMaker) storage solution (using Adobe AIR) supporting access to more call center agents across three sites.
- Designed and developed interventions to support agent performance in NICE and to meet customer expectations. Assessed staff skills, capabilities, and succession gaps.
- Provided strategic direction on usage of SumTotal learning management system.

Countrywide Home Loans (financial sector)

Jun. 2006 – Jun. 2008

Curriculum Development Manager, Loss Mitigation

Provided strategic direction to instructional designers, located locally and remotely, creating curriculum to support the Loss Mitigation staff in efforts to maintain a superb level of service as recorded by JD Powers & Associates.

- Designed and developed the curriculum infrastructure to support current processes and procedures as well as the development of staff.
- Identified metrics needed to evaluate team success.
- Provided strategic direction to policy and procedure writers located in remote locations across the US, supporting operations across three sites in the US and two sites in India.

Management System Designers, Inc. (MSD) (government)

Aug. 2004 – Jun. 2006

e-Learning Project Manager

- Designed and executed a distance learning solution for a cross-platform, database integration tool, supporting the Department of Treasury's Compliance operations of more than 20,000.
- Provided strategic direction of a project team to design, develop, and produce on-line, self-paced, multimedia, Web-based training materials delivered within an existing learning management system.

First Horizon Home Loans Corporation (financial services)

Nov. 2003 – Aug. 2004

Instructional Designer and Developer

- Develop branch financial operations' business- and process-oriented courses using MS Word and Dreamweaver to support financial services operational processes and to align with corporate objectives.
- Identified performance gaps and developed training and alternative process changes to assist with resolving performance issues.
- Delivered train-the trainer classes to support implementation of new courses.
- Developed the entire curriculum for internal certificate programs including branch operations using The Mortgage Originator (TMO) and normal customer daily interaction process curriculum.

- Designed an internal training Web site using Dreamweaver to display all 73 business courses offered.

BridgeSpan Title Company (financial services, real estate)

Jan. 2003 – Nov. 2003

Senior Manager / Trainer

- Develop 42 business-oriented courses to support title processes, including a closing team course that reduced loan closing defects and losses by 21% within one month based on file statistics. Overall, training reduced operations' losses by 18% in five months.
- Delivered more than 150 classes including leadership and operations material to over 250 staff members.
- Wrote release communications for in-house software releases and updated course content to align with the software development lifecycle (SDLC).
- Maintained an internal Web site to display all business, Microsoft, and personal development courses we offered to employees.
- Posted tips and techniques based on help desk support calls to decrease customer support calls by 15%.

WebConcepts Unlimited (consulting services)

Jul. 2002 – Jan. 2003

Information Design Specialist

- Prepared responses to government (typically Corps of Engineers and military) requests.
- Consulted with owners and stakeholders of small businesses and designed and created corporate Web sites.
- Provided performance improvement consulting services to assist with selection of training material and delivery methods.
- Designed and implemented the use of Lotus Notes and Aviator as a document management tool for a small company.

ExoLink Corporation (utilities)

Nov. 1999 – Jul. 2002

Communications Manager

- Managed all communications teams including documentation, Internet, Intranet, and training..
- Designed and implemented training content and traveled 30% to deliver training to customers.
- Wrote and maintained software user documentation, reducing customer support calls to the help desk by 15%.
- Served as Web master for Intranet, extranet and external Web marketing site.
- Wrote software release communications and updated course content to align with software development lifecycle.

Mobil Oil Corporation (oil and gas)

Nov. 1996 – Nov. 1999

Application Documentation Specialist

- Managed the Global Information Services Publications team comprised of 10-24 external documentation and training specialists including technical writers, graphics designers and computer-based training developers.
- Shifted the group from a cost center to a profit center.
- Worked with the Exxon Mobil merger team to define organizational structure through my development of a professional development planning program including job descriptions, career paths, individual development planning processes, and supplemental review documentation.

CARE Systems (software development)
1995

Feb. 1987 – Apr.

Technical Writer

Texas Department of Transportation (RTS (government))

1987 – 1994

Investigator

AWARDS

- 2018 Binion Amerson Leadership Award, STC Lone Star Chapter
For being both a leader and a mentor extraordinaire and consistently exemplifying dedication, service, and enthusiasm to the Society of Technical Communication at the Lone Star Community, regional, and international levels and to the technical communication profession over the past 25 years.
- 2008 Service Award, International Society for Performance Improvement
In recognition and appreciation of your support and service to ISPI.
- 2007 STC Fellow Award
For excellence as a manager, writer, teacher, and mentor in a wide variety of industries and businesses in technical communication and technology management, and for distinguished contributions to STC at all levels.
- 2006 STC Outstanding Service Award
In recognition of your dedication and service to STC as a member of the Technical Program Team, STC's 53rd Annual conference
- 2006, June STC Newsletter Competition
For your dedicated service and for sharing your expertise as a committee manager for the 2005-2006 STC Newsletter Competition.
- 2006, May STC Lone Star Community, Volunteer Appreciation
Recognizes Beth Bailey for her volunteer contributions to the community during the 2005 – 2006 membership year by serving on the following committees: Webmaster, Newsletter.
- 2005 President's Award, STC Lone Star Community
For being an integral piece of the puzzle for a successful 2005-06 program year.
- 2004 STC Associate Fellow Award
For being the standard bearer for all things STC and sharing all you have learned along the way.
- 2003, May STC@50, STC
For your contribution to STC's 50th Annual Conference.
- 2003, May STC Lone Star Chapter
On behalf of the Lone Star Chapter of STC, we confer upon Elizabeth Bailey the title of Lone Star! The LSC thanks you for sharing your time and energy with us during the 2003-2004 program year.
- 2003, August Lewisville Chamber of Commerce, Ambassador of the Month
- 2003, February STC Distinguished SIG Service Award
For continuing to improve the Management SIG Web site by bringing creativity and significant content to help members effectively communicate; and for enthusiastically nudging SIG members to share skills, talents, and experience at

- the STC annual conference and through the SIG Web page and list serve.
- 2001 STC Distinguished Chapter Service Award
For your beyond-the-call service to both the Lone Star chapter and the Society since 1997; and for the drive, energy, and fun you brought during your tenure.
- 1998 STC Region 5 Direct-Sponsor Award
Presented to Elizabeth Bailey as General Manager/Goddess for the 1997-98 STC Region 5 Conference.
- 1997 Mobil, Global Information Services, Management Service Award (while managing technical communicators); driver of Mobil becoming a Sustaining Organization of the STC

PROFESSIONAL SERVICE

- 2017 – present Association for Talent and Development, Southwest Learning Summit committee
- 2016 – present Mock interviewer (semi-annually) for National Academy Foundation, Conrad High School
- 2016 – present Mentor and advisor to STC, Lone Star Chapter leadership
- 2015 – 2017 STC International Summit Awards Committee, Entry Manager
- 2013 – 2014 STC International Summit Awards Committee, Entry Manager
- 2008 STC Technical Communication Summit, Managing People, Projects and Business, Track Manager and Coordinator
- 2008, January STC Lone Star Community, Technical Publication and Online Judge
- 2007 – 2008 President, Dallas/Fort Worth Chapter, International Society for Performance Improvement
- 2007 – 2008 STC Management Special Interest Group, Manager
- 2006 President Elect, Dallas/Fort Worth Chapter, International Society for Performance Improvement
- 2006 – 2007 STC Newsletter Competition Manager
- 2006, March STC International Technical Publications Competition, Judge
- 2006 STC 53rd Annual International Conference, Management Stem Manager
- 2006 Region 5 Conference webmaster, STC
- 2005, March STC International Technical Publications Competition, Onsite Lead Judge and Best of Show Judge
- 2005, March Career Day 2005, Coppell Middle School West
- 2005, May STC 52nd Annual Conference, Management Stem Manager
- 2005 Vice President, Technology, Dallas Fort/Worth Chapter, International Society for Performance Improvement
- 2004 – 2007 Member, Flower Mound Chamber of Commerce
- 2004 – 2005 STC Lone Star Chapter Technical Publications Competitions Judge
- 2004 STC International Newsletter Competitions Manager
- 2003 STC Annual Conference Host Chapter Webmaster
- 2003 Dallas ASTD Chapter, Vice President of Technology
- 2003, June STC Lone Star Chapter, volunteer
- 2002 – 2003 Information Systems Committee Chair, Big Thought
- 2002 Dallas Chapter American Society for Training and Development, Vice President of Technology
- 2002 STC, International Online Competitions Judge

2001 – 2004	Lewisville Chamber of Commerce
2000 - 2007	STC Management SIG Webmaster
1999 – 2004	Board Member, Big Thought
1999 – 2000	STC, Lone Star Chapter, Immediate Past-President
1998 – 2003	Intel Science and Engineering Fair, Special Awards Judge, STC Scholarship
1998 – 1999	STC, Lone Star Chapter President
1998	STC Region 5 Conference General Manager
1997 – 2002	STC, Lone Star Chapter Technical Publications Competitions Judge
1997 – 2000	STC, Lone Star Chapter Online Competitions Judge
1997 – 1998	STC, Lone Star Chapter First Vice-President
1996 – 1997	STC, Lone Star Chapter Second Vice President
2000 – present	Member, International Society for Performance Improvement (ISPI)
1995 – present	Fellow, Society for Technical Communication (STC) Previous President, Lone Star Chapter
2002 – present	Member, Association for Talent Development (ATD), previously ASTD
1999 – present	Acknowledgement Committee, Previous Advisory Board Member, Big Thought (www.bigthought.org)

MEDIA MENTIONS

- STC. (2009, February). Technical Communication Summit Session Descriptions. *Intercom*, 56(2), 31-35.
- STC. (2008, May). Distinguished SIG Service Awards. *Intercom*, 55(5), 31-31.
- Star-Telegram. (2007, May 1). Work faces. *Star Telegram*, pp. 10C.
- STC. (2007, Jul/Aug). Honors. *Intercom*, 54(7), 38-40.
- Lufkin, P. (2006, June). Technical Communication Managers Face Many Challenges. *Intercom*, 53(6), 3-3.
- Hill, J. (2005, April 24). Technical writers put readers first. *Dallas Morning News*, pp. 5J.
- Lofgren, D. (1998, March/April). Recognizing our dedicated volunteers. *Technically Write*, 24.