

# Dr. Jeanette M Kersten

Endowed Chair, People Process Culture, University of Wisconsin- Stout

Endowed Chair, People Process Culture, University of Wisconsin-Stout

Assistant Professor, University of Wisconsin- Stout  
Operations and Management Department

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## Brief Biography

Dr. Jeanette Kersten is a senior level Human Resources and Organization Development professional with demonstrated ability in growing businesses by leveraging high quality change initiatives that balance stakeholder, customer and shareholder needs. She has proven success in developing team oriented, high performance work environments using a broad range of Human Resources, Organizational Learning, Leadership Development, consulting, and coaching strategies. As a Thought Leader, Jeanette builds trusted relationships with key decision makers in designing innovative Human Resource business strategies that improve organizational effectiveness and positively impact productivity. Dr. Kersten has over 25 years of experience in designing and leading change and business process redesign efforts in manufacturing, healthcare, insurance, and education.

**Teaching Interests:** Organization Development Organizational Effectiveness Human Resources Human Resource and Talent Development Leadership Development

**Research Interests:** Workplace relationships Organizational Design Organizational Effectiveness Organizational Culture and High Performance People Process Cultures Leadership Development

## Education

- **Ed D Organization Development**  
University of St. Thomas  
Minneapolis, MN, 2007
- **MA Human Development and Human Resource Development**  
St. Mary's Univeristy  
Minneapolis, MN, 1994
- **BA Nursing**  
St. Catherine University  
St. Paul, MN, 1985

## Licensures and Certifications

- EQI 2.0 Emotional Intelligence Assessment Certification: Multi Health Systems (MHS)
- EQ in Action Profile Assessment: EQ in Action

- Senior Professional In Human Resources (SPHR): Society of Human Resource Management (SHRM)
- Registered Nurse: Department of Regulation and Licensing Wisconsin
- Registered Nurse: Minnesota Board of Nursing

## Work Experience

### Academic - Post-Secondary

- **University of Wisconsin- Stout**, Operations and Management  
Endowed Chair, People Process Culture  
August 27, 2012 -
- **University of Wisconsin-Stout**, Operations and Management  
Endowed Chair, People Process Culture  
August 27, 2012 -
- **University of Wisconsin- Stout**, Operations and Management  
Assistant Professor  
August 17, 2009 -
- **University of Wisconsin- Stout**, Operations and Management  
Program Director, MS Training and Human Resource Development  
August 29, 2011 - August 5, 2013
- **University of Wisconsin-Stout**, MS Training and Human Resource Development  
Program Director  
August 29, 2011 - August 5, 2013
- **Concordia University**, College of Business and Organizational Leadership  
Adjunct Faculty  
June 2009 - May 31, 2012

### Industry

- **University of Minnesota Medical Center- Fairview**  
Organization Development and Quality Manager  
June 28, 2008 - August 14, 2009
- **3M**  
Business Analyst and Training  
July 22, 2002 - June 13, 2008
- **Blue Cross Blue Shield of Minnesota**  
Operations Manager  
November 1, 1999 - June 14, 2002
- **Imation**  
Health and Benefit Manager  
July 14, 1997 - May 1, 1999

## Intellectual Contributions

### Book, Chapter

- Kersten, J., LaVenture, K., & Lui, K. (In Preparation; Not Yet Submitted). People Process Culture Handbook Chapter 4. .
- Kersten, J., LaVenture, K., & Lui, K. (In Preparation; Not Yet Submitted). People Process Culture Handbook Chapter 1. .

### Conference Proceeding

- Kersten, J., Voie, E., maurer, M., Palakeel, J., & Chacon, W. (Accepted). [Truck Cab Design: Perceptions of Women Truck Drivers](#). , Paris France: WliT Paris 2014: Women's Issues in Transportation 5th International Conference on Women's Issues in Transportation- Bridging the Gap.

- Kersten, J. (2012). [Vista Volunteer Case Study](#) , Grand Valley MI: Society for Ethics Across the Curriculum.

### Case Study

- Kersten, J. (Submitted). [Helping Horses Case Study](#) , Durango, Colorado: Journal of Case Studies.
- Kersten, J. (Submitted). [Helping Horses Case Study Teaching Note](#) , Durango, Colorado: Journal of Case Studies.

## Presentations

### Guest Lecture

- Kersten, J. (March 05, 2014). The People Process Culture. Service Quality Class Presentation for Dr. Steve Yahr , Menomonie, WI.
- Kersten, J. (February 26, 2014). The People Process Culture. Resource Planning and Material Management Class Presentation for Dr. Steve Yahr, Menomonie, WI.

### Paper

- Shiell, T., Peterson, J., & Kersten, J. (October, 2012). Three Perspectives on Infusing Ethics into the Curriculum: An Ethicist, a Designer and a Manager. Society for Ethics across the Curriculum (SEAC) Annual Meeting, Allendale, MI, United States.
- Kersten, J. (June 15, 2011). [Emotions in Employee-Supervisor Workplace Relationships: The lived experience of women professionals](#) . Midwest Qualitative research Conference, Minneapolis, MN.

### Oral Presentation

- Kersten, J. (September 27, 2012). [The Vista Volunteer Case Study](#). Society for Ethics Across the Curriculum, Grand Valley, MI.
- Kersten, J. (April 25, 2012). [Emotional Intelligence and Workplace relationships](#). Chippewa Valley Chapter of the International Association of Administrative Professionals (IAAP), Eau Claire, WI.

## Applied Research

### Uncategorized

- **Cascades Tissue and Paper (Eau Claire, WI)**  
Needs assessment and training re-design for new hire orientation (February 2014 - Present)
- Needs assessment for recruitment of millennials to trucking industry (February 2014 - Present)
- **Stout technology Park (Menomonie, WI)**  
Community Needs assessment for Stout technology Park with UW Stout Discovery Center (February 2014 - Present)
- **WestCap**  
Needs assessment and best practices for Coordinated Assessment (February 2014 - Present)
- **Cascades Tissue and Paper (Eau Claire, WI)**  
TPS Training Evaluation Cascades Tissue and Paper (May 2013)
- **Discovery Center (Menomonie, WI)**  
Discovery Center Mobile Technology Needs Assessment for Manufacturing (May 2013)
- **EI Centro Conexión (Eau Claire, WI)**  
Community Outreach Focus Groups (May 2013)
- Needs Assessment for Ministry needs for Truck Drivers (May 2013)
- **Mayo Clinic**  
Mayo Clinic Addie Model and Leadership Development Training (May 2013)

- **Aviators by Design**  
Needs assessment survey (May 2012)
- **Refuge Farms LCC**  
Refuge Farms LLC Volunteer Training-Fundraising project (May 2012)
- **Refuge Farms LCC**  
Refuge Farms LCC Volunteer Training Criteria for Hose Handling-needs assessment and training (May 2012)
- **WestCap**  
WestCap Computer Training Project (May 2012)
- **Women in Trucking Organization**  
Truck Cab Design Survey (May 2012)
- **Altoona School district (Altoona, WI)**  
Altoona School district needs community needs assessment (December 2011)
- **WestCap**  
Needs assessment and survey for Homeless Prevention project for WestCap (December 2011)
- **Women in Trucking Organization**  
Corporate Members Survey and Needs Assessment (December 2011)
- **Women in Trucking Organization**  
WIT Member Benefits Survey and Needs Assessment (December 2011)
- **3M Healthcare Business Unit**  
3M Healthcare Business Unit Leadership Development Needs Assessment (May 2011)

## Media Contributions

### Newspaper

- **Wall Street Journal** (March 17, 2014)  
Press Release-Ryder Systems Partners with Women in Trucking to develop female friendly vehicles  
<http://www.businesswire.com/news/home/20140317005042/en/Ryder-Partners-Women-Trucking-Develop-Female-Friendly-Vehicle#.UybjUz9dWE4>

### Radio

- **Dave Nemo Show- Women in Trucking segment** (February 17, 2014)  
Radio guest on the Dave Nemo Sirius XM show during the Women in Trucking segment. Interviewed by Dave Nemo about the paper: Truck Cab Design: Perceptions of Women Drivers and presentation at the WliT Conference April 14-16, 2014 in Paris, France

## Reviewer / Editor

### Reviewer, Journal

- **Journal of Case Studies**  
Peer review for cases submitted to to Society for Case Research Journal of Case Studies (July 2010 - Present)

## Awards, Fellowships, Honors, and Scholarships

### Scholarship

- Just in Time , Research Services (February 2014)
- Faculty College, UW Ridgeland (May 31, 2011)

## Professional Memberships

- Leading Edge Human Resources Network (LEHRN)

- MN Human Resource Professionals (HPRMN)
- Society for Human Resource Management (SHRM)
- Twin Cities Human Resource Professionals (TCHRA)

## Service

### Department / School

- **Attendee, Meeting**, Positive Action Committee (August 2012 - May 2014)
- **Committee Chair**, Chair, Leadership and Training/HRD Faculty Search Committee (August 2012 - May 2013)

### College

- **Attendee, Meeting**, Education Activities Committee (August 2013 - Present)

### University

#### *UW Stout*

- **Plan B Advisor**, Best Practices to Transform a Risk Averse Culture (January 2014 - Present)
- **Plan B Advisor**, Do XYZ Company's Instrumentation and Control Technicians Require Training (January 2014 - Present)
- **Plan B Advisor**, eLearning technologies as a medium for on-boarding and orientation programs (January 2014 - Present)
- **Plan B Advisor**, Employee Engagement at Company XYZ: Commitment to Quality Work (January 2014 - Present)
- **Plan B Advisor**, Generational Perspectives: Learning and Development in the Workplace (January 2014 - Present)
- **Plan B Advisor**, Mentoring in a Travel Company An Approach for Sales Team Onboarding Success (January 2014 - Present)
- **Attendee, Meeting**, Education Activities Committee (August 2013 - Present)
- **Plan B Advisor**, A Delphi Study to Determine Future Service Training Needs of XYZ Restaurant Company (January 2013 - Present)
- **Plan B Advisor**, Phillips Return on Investment Methodology in Training and Development for Company XYZ (January 2013 - Present)
- **Endowed Chair People Process Culture**, Endowed Chair People Process Culture (August 2012 - Present)
- **Attendee, Meeting**, Graduate Exceptions Committee (August 2012 - Present)
- **Plan B Advisor**, Failing the Financial Indicators: A Needs Analysis of the Minneapolis VAMC Purchase Card Program (September 2013 - December 2013)
- **Plan B Advisor**, Local Pro Training Needs Assessment (September 2013 - December 2013)
- **Plan B Advisor**, New Hire Orientation at UW-Stout: Closing the Gap (September 2013 - December 2013)
- **Plan B Advisor**, Evaluation of Organizational Culture Training in a Health Insurance Organization (September 2013 - November 2013)
- **Plan B Advisor**, Programming for Correctional Officers: A Needs Assessment (January 2013 - November 2013)
- **Plan B Advisor**, A Manager Coaching Training Course at XYZ: An Evaluation of Effectiveness and Skill Transfer (September 2012 - July 2013)
- **Plan B Advisor**, Participant feedback on Chippewa Valley Technical College's Business & Industry Business Technology Microsoft Excel 2010 Basic Seminar Training (June 2010 - July 2013)

- **Plan B Advisor**, Training Assessment: Identifying Opportunities for Tutors at CVTC (September 2012 - June 2013)
- **Plan B Advisor**, Front-end analysis of a training program for a new division at a manufacturing company: The determination of desirable distributor performance. (January 2013 - May 2013)
- **Plan B Advisor**, Research for Grant Proposals: Collecting Effective Data to Support Nonprofit Organization. (January 2013 - May 2013)
- **Plan B Advisor**, Evaluation of Online Training: A survey to determine the effectiveness of online training performed by Technology Integration Consultants at ADP using Kirkpatrick's 1st Level of evaluation, Reaction. (January 2011 - May 2013)
- **Plan B Advisor**, Email and Facebook™ Training for Older American Persons in La Crosse County, Wisconsin (September 2011 - November 2012)
- **Plan B Advisor**, Employee Feedback on Company XYZ SQL Server 2008 Refresher Training. (September 2011 - July 2012)
- **Plan B Advisor**, Evaluation of an OJT model in a Nonprofit (September 2011 - July 2012)
- **Plan B Advisor**, Evaluation of New Faculty Orientation and its impact on Temporary/Adjunct Instructors at a local Technical and Community College (September 2011 - July 2012)
- **Plan B Advisor**, Development of Learning Objectives for Training Financial Advisors on CRM Application (January 2011 - July 2012)
- **Plan B Advisor**, A Pilot Study for Evaluation of North Dakota State University Extension Facilitated Interventions (September 2011 - May 2012)
- **Plan B Advisor**, A Pilot Study Evaluating New Employee Onboarding at the XYZ Medical Center (September 2010 - April 2012)
- **Plan B Advisor**, An Exploration of the Utilization of Coaching at Company XYZ: A Pilot Study (May 2011 - August 2011)