

Wanda V. Chaves, Ph.D.
wanda.chaves@moore.sc.edu

EDUCATION

Doctor of Philosophy, December 2000, University of South Florida, Tampa, Florida

Major: Industrial/Organizational Psychology Minor: Cross-cultural Studies

Master of Arts, April 1997, University of South Florida, Tampa, Florida

Major: Industrial/Organizational Psychology

Bachelor of Arts, May 1995, University of Tampa, Tampa, Florida

Majors: Psychology and French; Minor: English

CORPORATE TRAINING DESIGN AND ORGANIZATIONAL DEVELOPMENT EXPERIENCE

Corporate Training and Management Consultant

April 2000-Present, Independently and with RHR International in Atlanta, Georgia

- I work with a wide variety of companies on corporate training, leadership, and organizational development projects including:

Training/Experience Design and Facilitation

Business Strategy Development

Change Management

Leadership Coaching and Executive Development

Organizational Culture and Health Assessment

Creativity and Innovation Strategy Development

Clients have included:

Deutsche Bank Private Banking Latin America; Boeing Commercial Airlines; Pricewaterhouse Coopers, Tel Aviv, Israel; EuroCredit Bank, St. Petersburg, Russia; Hasbro Toys; Verizon; Brown and Brown Insurance; Sensus Metering Systems; FARO Technologies; Talia Technology; FCCI; Florida Blue; Tervis Tumbler

The Walt Disney Company

Curriculum Content Design and Development Consultant

April 2019-Present; Disney Institute, Walt Disney World; Lake Buena Vista, Florida

- Working on a variety of exciting curriculum development projects to support the Business, Professional Development, and Leadership Training programs at DI

Clean the World

Experiential Programs Manager

April 2019-Present; Orlando, Florida

- Partnering with an incredible team to design and develop experiential learning curricula to engage university and high school students in Clean the World's mission: To improve the quality of life for vulnerable communities around the world by providing sustainable resources, programming, and education focused on water, sanitation, and hygiene for all those affected by poverty, homelessness, and humanitarian or natural disasters

The Walt Disney Company

Learning and Development Manager

January 2015-June 2015, Disney University, Walt Disney World; Lake Buena Vista, Florida

- Returned to Disney for a short-term assignment to support several clients across the Walt Disney World Resort in developing learning strategies and curricula to support the achievement of their business and leadership goals.

Wanda V. Chaves, Ph.D.

Page 2

- Partnered with remote teams in Disneyland Resort Paris, Hong Kong Disneyland, and Shanghai Disneyland to research and develop online learning opportunities and OER's in multiple languages in the areas of leadership, change management, cultural awareness, innovation, collaboration, and other key learning areas.

Ringling College of Art and Design's Center for Applied Creativity and Innovation

Curriculum Manager and Lead Facilitator

January 2009-May 2014, Ringling College of Art and Design (RCAD); Sarasota, Florida

- Partnered with the President's Office to lead the creation of the Center, which provided customized creativity and innovation retreats for organizations, executives, and leaders across diverse industries
- Consulted with the client organizations to identify objectives and goals of each learning experience
- Managed the design and development of the curriculum for each retreat
- Recruited and trained presenters and artists involved in facilitation of the retreats

The Walt Disney Company

Professional Programs Instructional Designer

January 2006-January 2008, Disney Institute, Walt Disney World; Lake Buena Vista, Florida

- Hired as an external consultant to design a professional development team training program for external clients of the Disney Institute at the Walt Disney World Theme Parks and Resorts
- Consulted with external clients to identify objectives and facilitate a pilot of the program
- Conducted program evaluations on all team programs at the Disney Institute and provided recommendations for improvements in design and content

Cirque du Soleil

Innovation Strategy and Creative Practices Consultant

August 2012-May 2014, Casting and Performance Department, Cirque du Soleil Headquarters; Montreal, CA

- Collaborated with Chief Creative Officer and a cross-functional team of leaders to create a company-wide Innovation Strategy and supporting creativity practices and tool box
- Conducted a benchmark study with Fortune 100, 500, and other organizations across different industries to study their innovation strategies, approaches, and creativity practices
- Developed recommendations for CDS including an Open Innovation Labs, ID8 Workshops, Idea Pitching Jams, Virtual Collaborations, and an internal crowd sourcing
- Partnered with the Center for Research and Innovation in Performance to develop a wide variety of R&D projects between CDS and colleges of art/design and universities in the U.S. and Europe

The Walt Disney Company

Executive Development Consultant

May 2004-January 2006, Executive and Organization Development, Walt Disney World; Lake Buena Vista, FL

- Designed and developed customized executive development programs which support high potential executives working in the United States, China, Japan, and France at WDW, DLR, DCL, WDI, DLP, and HKDL identified through succession planning
- Led the development of an Executive International Development Program
- Worked with the executive development team to develop and implement an Executive Mentoring and an Executive Orientation Program
- Conducted research on external executive development programs and developed an online resources center that supports the Walt Disney Company Executive Expectations

The Walt Disney Company

Organization Development Associate

June 1998-August 2000, Organization Development, Walt Disney World; Lake Buena Vista, Florida

- Served as a consultant on organizational improvement projects for Operations, Merchandise, Entertainment, Food and Beverage lines of business

Wanda V. Chaves, Ph.D.

Page 3

- Business units included: Disney's Animal Kingdom, Downtown Disney, Disney Institute, Resorts, and the Advertising and Creative Services Department

Organizational improvement work included:

Strategy Development	Organization Structure and Redesign	Leadership Coaching
Change Management	Organizational Health Assessment	Process Redesign
New Leader Transition	Role Clarification and Definition	Cultural Assessments

The Walt Disney Company

Training and Development/Centers of Excellence Intern

June 1997-June 1998, Training and Development, Walt Disney World; Lake Buena Vista, Florida

- Worked within the self-directed learning centers of the organization and conducted research to determine the learning/training needs of the workforce
- Assisted in the redesign of the Walt Disney World College Program curriculum
- Conducted focus groups for Walt Disney World College Program and Crossroads to Leadership Management Development Program
- Developed, administered, and scored various surveys for needs assessments and program evaluations

UNIVERSITY LEARNING DESIGN AND TEACHING EXPERIENCE

University of South Carolina

Clinical Associate Professor of Management

August 2017-Present, University of South Carolina; Columbia, SC

- Designing, developing, and teaching courses in the areas of Management, Leadership, International Management, Human Resource Management, Talent Management, Consulting, and Honors Program
- Serving as the Director of Undergraduate Curriculum/Programs and working with our team to improve the undergraduate Management curriculum and experience

Ringling College of Art and Design

Faculty and Curriculum Manager, Business Program

May 2008-August 2017, Ringling College of Art and Design (RCAD); Sarasota, Florida

- Led the creation of the curriculum and department for the college's Business Program
- Led the ongoing instructional design, development and teaching of competency-based online, blended and classroom courses in the areas of First Year Experience, Fundamentals of Management, Organizational Behavior, International Management, Human Resource Management, and diverse electives such as Individual and Organizational Creativity, Storytelling for Leaders, and Leadership in Creative Environments
- Designed all new courses, including learning content, assessments, and project-based learning experiences
- Served as Department Head for five years; and managed and mentored a team of five faculty and staff

University of North Carolina

Curriculum Consultant and Designer, MFA in Design and Production Management

July 2016-March 2017, University of North Carolina School of the Arts (UNCSA); Winston-Salem, NC

- Partnered with the Provost, Dean, and faculty to design the program curriculum for the MFA in Design and Production Management
- Collaborated with key leaders at UNC to develop competencies for the new MFA and detailed program and individual course learning objectives

Pacific Northwest College of Art

Curriculum Designer and Manager

May 2014-May 2016, Pacific Northwest College of Art (PNCA); Portland, Oregon

- Designed a fully asynchronous online entrepreneurship course to prepare creative professionals to start, launch, and manage their own businesses

- Collaborated remotely with other faculty to create scripts, film lectures, and design all content for course

University of Tampa

Assistant Professor of Management

August 2003-May 2008, University of Tampa; Tampa, Florida

- Designed and taught courses in the following areas for MBA and undergraduate students: Management, Organizational Behavior, Human Resource Management, Leadership, and International Management
- Developed an innovative, advanced MBA Leadership course around the Cirque du Soleil organization
- Certified to facilitate the EQi Emotional Intelligence Assessment, Hogan Leadership Assessments, and Leadership Ropes Course

Additional Courses Taught as an Adjunct Professor and Graduate Assistant: Introduction to Psychology, Social Psychology, Personality Psychology, and Psychology of Gender

ONLINE AND BLENDED TEACHING EXPERIENCE

I have taught online courses at RCAD, PNCA, ELISAVA, and Washington State University in the following areas:

Management, Leadership, and Teamwork	Design Thinking and Creativity
Organizational Behavior	HRM for Creative Organizations
International Management	Entrepreneurship

Advanced experience with following programs: Blackboard, Canvas, Adobe Connect, Moodle, Zoom, and Sakai.
I have taught the above courses in fully online and blended formats.

LANGUAGES

- Fluent in English and Spanish
- Working knowledge of French, Italian, and Portuguese

INTERNATIONAL/CULTURAL EXPERIENCE

- Have traveled and worked on consulting projects in Brazil, Israel, Russia, and Belgium
- Have traveled for educational and personal reasons extensively throughout Europe, Puerto Rico, Canada, Turkey, Israel, Jordan, S. Korea, Japan, China, Thailand, Cambodia, Laos, Vietnam, Nepal, Tibet, Mongolia, Bali, Malaysia, India, Sri Lanka, Australia, New Zealand, Panama, Costa Rica, Nicaragua, Peru, Uruguay, Argentina, Chile, Republic of Georgia, Russia, and South Africa
- Participated in a European Studies/International Business Seminar in London, Paris, and Madrid

HONORS AND PROFESSIONAL ORGANIZATIONS

Academy of Management

Society for Industrial/Organizational Psychology

Society for Human Resource Management

SHRM Institute for International Human Resources

AWARDS

2004 College of Business Teacher of the Year Award

2000 Provost Award for Outstanding Teaching by a Graduate Student

COMMUNITY SERVICE

2015-2019, Shelter Box, **Volunteer and Faculty Advisor of Students for Shelter Box at USC**

2011-2019, Clean the World, **Volunteer**

2006-2011, Foundation of Goodness, Sri Lanka, **Volunteer and Fundraiser**

- Work with the Founder of FOG to raise funds to support the development of the Village Heartbeat Project, centers that bring educational, training opportunities and medical care free of charge to people in remote,

disadvantaged communities in Sri Lanka and other countries; Obtained a donation of 64 computers from the Walt Disney Company for the project as well as helped the Founder to apply for the 2008 Bill and Melinda Gates Foundation Access to Learning Award

2003-2004, BizKids Entrepreneurship Camp, **Volunteer**

- Developed and conducted a workshop on leadership and multicultural relationships for students enrolled in BizKids, a week long camp developed to teach business plan writing skills to underprivileged students in middle school and high school in Tampa

2003, Susan P. Komen Race for the Cure, **Fundraiser**

2002, Tampa YMCA, **Fundraiser**

2000, Lake Eola Celebration in the Park, **Disney VoluntEARS**

REFERENCES

Available Upon Request