Organizational Leadership and Supervision,
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BEVERLY GOFF
What made you decide to pursue a degree in OLS?
Actually, it was a two part decision; first a move from Raleigh, NC to Fort Wayne, IN in 1999 that catapulted me into a new job market. I began to recognize that my innate skills, aptitude, and experience gained over the years, was not enough to garner the position I was seeking or capable of doing. It was time to address a lifelong regret and complete my college degree. I am a relationship based thinker, always seeking to understand and assess the impact of change on individuals and groups. I was pleased to discover OLS offered this type of discipline.

What did you personally gain from earning a degree? Do these skills help you in your duties as the co-owner of Goff Insurance Agency?
I have always been an empathetic and caring person with a desire to help people, but sometimes that good feeling can be difficult to turn into positive action. The OLS degree gave me the methodologies to shape solutions to problems and the terminology to communicate and influence others toward the resolution of a problem or plan. In that way, the OLS program has had a lifelong impact on my professional and personal life.

Upon graduation, I was hired as Human Resource Coordinator utilizing most of my OLS skills such as training, interviewing, and management. Shortly after being employed, various managers shared their frustration resulting from the high levels of absenteeism, turnover rates, and tardiness. Using my acquired skills I was able to significantly lower absenteeism, turnover, and tardiness. Thus, was rewarded with a bonus and told this was the first time a bonus had been given to anyone in their HR department. After this position, I joined a staffing company as Branch Manager. My duties included sales, marketing, management, and operations. But as the recession hit in mid-2007, I made a decision to join my husband in his newly established insurance agency.

Finally, you can find quick updates in this issue on our OLS athletes and OLS faculty accomplishments.

Let us know about your most recent career journeys and accomplishments. We look forward to hearing from you. Happy spring and summer!

Linda Hite, Chair

Beverly Goff—continues on next page
As a startup agency, we have been successful, earning “New Agent of the Year” three years in a row. I attribute my success in all of my post-graduation endeavors directly to my OLS degree. The OLS curriculum focuses on the key elements necessary for success for any business or manager through creditable leadership, effective communication, strategic planning and evaluating the business operations.

Also, what type of service work do you do in the community and how do your leadership skills help in these volunteer opportunities?

I have been involved with the Fort Wayne Chamber (now Greater Fort Wayne, Inc.) for several years; for the past six years, as President “Leads R Us,” VIP, and Ambassador. My reputation for educating people about their insurance needs and coverage, led Pathfinder Community Services to request I teach

Do you have recommendations for future students that are considering pursuing a degree in OLS?

I proudly display my graduation photo in my office, to remember the importance of higher learning and the positive impact my education had on my life. I’ve had several customers comment on my photo and tell me they wish they had finished their degrees. Of course, I am quick to point out it is never too late to actualize your true potential. I would highly recommend an OLS degree if you are seeking to understand the integral aspects of management, communication, problem solving, understanding aspects of motivation, and learning how to work collaboratively.

Is there anything you’d like to mention about your family, hobbies, and/or anything?

My husband and I met at work in Chicago, and this year we will be celebrating our 40th wedding anniversary. We have three children and seven grandchildren. We enjoy travelling, recently returning from a trip to the West Cost and Hawaii, exercising, networking, spending time with family and friends, and attending local sports games.

What did you personally gain from earning a degree? Do these skills help you in your duties as Owner of Beside Still Waters Greenhouse and Log Cabin Retreat?

What benefited me personally, was being in an environment that kept me up-to-date on computer software usage and finding and giving information on the internet. Staying up-to-date is important in the greenhouse business because products are constantly changing. For example, the advent of Webinars occurred while I was in the program and continues to be a useful tool for the greenhouse business.

Also through the OLS program I learned not to fear collaboration with other business owners. What I have given to them has always been returned with more customers and increased business. These collaborative efforts have not been with similar business owners but with businesses that add value to my products.

In my interaction with other businesses unrelated to mine, the skills I acquired is perhaps a curse. I find myself frequently asking and analyzing, “How can this business system be conducted differently to make the overall interaction better.” My husband is currently in a medical clinical trial in Detroit. I’m amazed how poorly that hospital system deals with patients dealing with critical health issues compared to the stellar system at IU Health in Indianapolis. There’s an organizational reason for it, and it would be a great project for future OLS students and graduates to tackle.

Do you have recommendations for future students that are considering a master's degree in OLS?

For new OLS Master’s students I would recommend that they be willing to work hard, know how to write effectively, and overall be a courteous communicator.

With those skills, and the desire to improve business systems, I can see OLS graduates making a great difference especially in the area of healthcare.

Is there anything you’d like to mention about your family, hobbies, and/or anything?

My husband is currently in the middle of a healthcare crisis and right now my new “hobby” is researching current treatments with molecular targeted therapies. I’m thankful for hardworking smart research scientists that have allowed my husband who has cancer to have a great quality of life for the last 3 years. Creating margins in life (time, money, and help from others) has allowed us to face crisis moments with a level of peace that most don’t have.
Welcome Ellen Dove!

What is your title and duties in OLS?
Continuing Lecturer/Advisor - My position was designed to provide course instruction (approximately 75% of my time) along with academic advising (25% of my time).

What is your professional work background?
I have been in a management position for most of my career and have had the privilege of working in several different environments. I was an Employee Relations/Office Manager for an automotive corporation for almost ten years and, after a five-year break in employment in order to be a stay-at-home mother, I worked as an Accounts Receivable Supervisor for an insurance company. Once I had my master’s degree, I purchased a small retail business which I operated for seven years. I then took on the role of executive director for a non-profit agency which I did for five years. At that point, it was back to corporate life as a Corporate Office Manager with responsibility of overseeing HR, Accounts Payable, Accounts Receivable, Credit, and Marketing. My last full-time position before joining IPFW was HR Manager for a mental and behavioral health agency. In addition to my full-time employment, for the eight years prior to joining IPFW I taught business courses part-time for a university in Ohio.

What is your educational background?
I obtained my Bachelor's Degree in Supervision from Purdue University (Ft. Wayne Campus) in 1988; Master of Science in Management from Indiana Wesleyan (Ft. Wayne Campus) in 1997.

What courses do you teach?
OLS 27400 Applied Leadership; OLS37600 HR Issues; and OLS34200 Interviewing Strategies

What is your favorite part about teaching?
I enjoy the dynamics of the classroom the most. It’s so encouraging to listen to the students and hear their perspectives regarding the various environments in which they operate as well as the topics we cover. I love the diversity represented in the classrooms and on campus. I am excited about our country’s future when I read my students’ assignments and catch a glimpse of their passion, morals, and values. It makes me proud to be a part of this institution, and particularly OLS, as we help prepare the future leaders of our community, state, and country.

Are you involved in any community projects?
I have worked two jobs since 2002 so my community involvement has been limited since then. While employed in my hometown I was a member of Rotary and enjoyed tremendously the opportunity to volunteer my time in our community events; it was particularly rewarding to serve as the chair of the Cultural Student Exchange program.

What are your future educational and professional plans?
I hope to be an OLS faculty member for many more years! There are some interests that I might pursue here at IPFW (like taking a class in sign language) but for now my focus must continue to be my students, those in my classes as well as those whom I advise, and the OLS Department. I am also looking forward to involvement in the SHRM organization in 2014.

Do you want to mention any hobbies or personal information?
My husband and I are anxious to relocate to Ft. Wayne for a couple of reasons. I would like to become more involved on campus as opportunities arise. We love sports so living closer to campus would make it more feasible to be supportive, cheering Mastodon fans! My husband is a professional photographer so living in Ft. Wayne would also open up more opportunities for him. In our free time, we enjoy visiting different areas of the midwest to take pictures. What that really means is that I’m the one carrying all of the paraphernalia so he can focus on framing the scene and snapping the pictures. We also enjoy spending time with our families and, of course, our golden retriever.

Got Game? Meet our OLS Athletes!

Logan Early (team manager) Steven Forbes (basketball player) on right.
Faculty Accomplishments

Publications:

Dr. Paresh Mishra and Dr. Gordon Schmidt co-authored an article for *Industrial and Organizational Psychology: Perspectives on Science and Practice*, the flagship journal of the Society for Industrial and Organizational Psychology (SIOP), a well-respected professional organization.

Dr. Schmidt had a second co-authored article published in the same journal.

Dr. Linda Hite and Dr. Kimberly McDonald published a book chapter in *Human Resource Development: Practices and Orthodoxies*.

Dr. Hite published a book review in the *Human Resource Development Quarterly*.

Presentations:

Dr. Paresh Mishra presented a paper at the Society for Industrial and Organizational Psychology (SIOP) annual conference in Houston, TX and co-presented a session at the Organizational Behavior Teaching Conference in Asheville, NC.

Dr. Mansour-Cole presented at the “IL/IN” American Society of Engineering Educators (ASEE) Conference, and co-presented a session at the Organizational Behavior Teaching Conference in Asheville, NC.

Dr. Gordon Schmidt co-presented a session at the Lean Educator Conference in Columbus, OH.

Congratulations to Robert Harrison 2014 Swinehart Scholarship Recipient!

You helped make a difference in his life. Thank you.