

**RONDA ROBERTS CALLISTER Ph.D.**  
**Vernon M. & Maree C. Buehler Endowed Professor**  
Department of Management and Human Resources  
Utah State University  
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## **Education**

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Ph.D. Management, University of Missouri-Columbia, December, 1996  
Supporting Areas: Social Psychology and Research Methods  
M.B.A. University of Utah, Salt Lake City, Utah, 1980.  
B. S. Business Management, Brigham Young University, Provo, Utah, 1977.

## **Academic Experience**

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UTAH STATE UNIVERSITY	
Professor	2008
Vernon M. & Maree C. Buehler Endowed Professor	2006
Associate Professor	2002
Assistant Professor	1998
Temporary Assistant Professor	1997
UNIVERSITY OF MISSOURI-COLUMBIA	
Adjunct Professor	1996-1997
Graduate Instructor	1993-1996
SALT LAKE COMMUNITY COLLEGE:	
Instructor	1982-1986

## **Research Interests**

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Conflict, anger and conflict management in organizations, dispute resolution in other cultures, and gender in organizations and careers.

## **Awards and Honors**

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2009 Women and Gender Research Institute's **Distinguished Professor Award**  
2006-2008. Vernon M. Buehler and Maree C. Buehler **Endowed Professorship** – awarded to three outstanding faculty members in the College of Business.  
2007. **College of Business Researcher of the Year** at Utah State University.  
2006. Department of Management and Human Resources **Researcher of the Year**.  
2005. **Best Symposium**, Academy of Management – Careers Division  
2005. **Department Service Award** for service to the Biological & Irrigation Eng. department.

2004. **Best Theory Paper** at International Association of Conflict Mgt Conference
2002. **Outstanding Faculty Member** at USU, Finalist.
2002. Listed in Who's Who Among Teachers in America 2002. Nominated by student(s) on the Dean's list as the most influential teacher in their career.
2001. **College of Business Teacher of the Year** at Utah State University.
2001. Department of Management and Human Resources **Teacher of the Year**.
1996. Recipient of a State Farm Insurance **Dissertation Award** for \$10,000. One of only 6 awarded nationally to Ph.D. candidates in business or insurance.
1995. Recipient of the Richard D. Irwin **Doctoral Dissertation Fellowship** for \$2,500. One of 20 awarded nationally to Ph.D. candidates in business.
1995. Received **Superior Graduate Achievement Award**, 1995, University of Missouri. Recognition for excellence in academics, teaching and research.

## **Grants**

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Principal Investigator, NSF ADVANCE Grant **\$3,000,000** 2003-2008 -- A five year grant to improve the recruitment, retention and advancement of women faculty in the sciences and engineering, 2002-2008.

Researched and drafted initial proposal, **\$780,000** funded by the Eccles Foundation upgraded all classroom technology in the business building, 2000-2002.

Recipient of a 1999-2000 New Faculty Research Grant for **\$14,200** at USU.

Recipient of a 2001 Women and Gender Research Institute Grant for \$500.

Recipient of a 2000 Women and Gender Research Institute Grant for \$500.

Recipient of a 1999 Women and Gender Research Institute Grant for \$1000.

## **RESEARCH CONTRIBUTIONS**

### **Publications in Refereed Journals**

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1. Gibson, D., & Callister, R.R. 2010. Anger in Organizations: Review and Critique. **Journal of Management**, 36: 66-93.
2. Callister, R. R., Minnotte, K. L., Sullivan, K. & Clark, H. D. 2009. Understanding Gender Differences in Job Dissatisfaction among Science and Engineering Faculty. Revise and resubmit at **Journal of Women and Minorities and Science and Engineering**, 15(3): 223-243.
3. Gibson, D., Schweitzer, M., Callister, R. R., & Gray, B. 2009. "The Influence of Anger Expressions on Perceived Outcomes in Organizations. **Negotiations and Conflict Management Research** 2 (3):236-262

4. Wall, J. A. Jr., Arunachalam, V. & Callister, R. R. 2008. Third Party Conflict Resolution in India and the U.S. **Journal of Applied Social Psychology**.
5. Geddes, D. D. & Callister R. R. 2007. "Crossing the Line: Expressions of anger in organizations" **Academy of Management Review**, 32 (3): 721-746.
6. Callister, R. R., 2006. "The Impact of Department Climate on Job Satisfaction and Intention to Quit of Women Faculty in Science and Engineering" **Journal of Technology Transfer** (special issue on "Women in Science and NSF ADVANCE), 31: 367-375.
7. Callister, R. R. & Wall, J.A. Jr. 2004. Thai and U.S Community Mediation. **Journal of Conflict Resolution**, 28 (4): 573-598.
8. Clark, S. C., Callister R. R., & Wallace, R. 2003. Undergraduate Management Skills Courses and Students' Emotional Intelligence. **Journal of Management Education**, 27: 3-23.
9. Callister, R. R. & Wall, J. A. Jr. 2001. Conflict across organizational boundaries: Managed care -- provider interactions. **Journal of Applied Psychology**, 86: 754-763.
10. Callister, R. R., Kramer, M. W. & Turban, D. B. 1999. Feedback seeking following career transitions. **Academy of Management Journal**, 42: 429-438
11. Wall, J. A. Jr. & Callister, R. R. 1999. Malaysian Community Mediation. **Journal of Conflict Resolution**, 43: 343-365.
12. Wall, J. A. Jr., Blum, M. Callister, R. R., Jin, D. J., Kim, N. H. Sohn, D. W. 1998. Mediation in the U.S.A., China, Japan, and Korea. **Security Dialogue**, 29: 235-248.
13. Callister, R. R. & Wall, J. A. Jr. 1997. Japanese community and organizational mediation. **Journal of Conflict Resolution**, 41: 311-328.
14. Wall, J. A. Jr. & Callister, R. R. 1995. Conflict and its management. **Journal of Management**, 21: 513-556.
15. Kramer, M. W., Callister, R. R. & Turban, D. B. 1995. Information-receiving and information-giving during job transitions. **Western Journal of Communication**, 59: 1-20.
16. Wall, J. A. Jr. & Callister, R. R. 1995. Ho'oponopono: Some lessons from Hawaiian mediation. **Negotiation Journal**, 11: 39-47.

## Publication in State-of-the-Art Review Volumes

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17. Bauer, T. N., Morrison, E. W. & Callister, R. R. 1998. Socialization research: A review and directions for future research. In G. R. Ferris & K. M. Rowland (Eds.) ***Research in Personnel and Human Resource Management***, 16:149-214. Greenwich, CT: JAI.

## Editor Reviewed Journal Article

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18. Hult, C., Callister, R. R. & Sullivan, K. 2005. Is There a Global Warming Toward Women in Academia? ***Liberal Education***, 91 (3): 50-57.

## Book Chapter

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18. Callister, R. R. (2002). Negotiations. In Allan Bird (Ed.) ***Encyclopedia of Japanese Business***, London: Routledge.

## Other Publications

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19. Callister, R. R. 1995. *Readers are Reading: Review of When Talk Works: Profiles of Mediators by Deborah Kolb and Associates*. San Francisco: Jossey-Bass, Academy of Management Review, 20:759.
20. Callister, R. R. 1995, April. Beyond win/win: Toward an understanding of individual's responses to conflict. Midwest Academy of Management Proceedings.
21. Callister, R. R. 1992. Review of Everyone Can Win: How to Resolve Conflict by Cornelius, H. and Faire, S., International Journal of Conflict Management.
22. Greening, D. W. & Callister, R. R. 1992, August. How companies organize to prepare for crises: A look at three industries. New Avenues in Crisis Management: Proceedings of the 1992 Annual Conference: 11-16, Las Vegas, Nevada.

## Research in Progress

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Armstrong, A., Callister, R. R., & Malin, S. The Blindness of Gender Neutrality. Revise and resubmit in process for ***Gender and Society***.

Cardon, P. & Callister, R. R. Chinese Concept of Face. Working paper to be submitted to ***Academy of Management Review***.

Cook, A. & Callister, R. R. "Increasing positive perceptions of diversity" under review at **Journal of Business Education**.

Callister, R. R., Gray, B., Tan, J. S., Gibson, D. Schweitzer, M. "Anger at Work"

Whitaker, M. Callister, R. R. & Zhai, W. The Scientific Mindset and Its Relationship to the Gender Gap in Recruitment and Retention in Higher Education. Working paper.

Callister, R. R., Stallings, M., Hite, J. Networking and Gender in University Departments. Data collected, analysis complete.

## **Symposia**

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Callister, R. R. 2008. February. Looking at Cultural Variations, Discussant. In Sullivan, K. (chair) *"Looking Across the Ocean: Increasing Science and Engineering Women Faculty"* AAAS Annual Meeting, Boston, MA.

Callister, R. R., Gray, B., Schweitzer, M., Gibson, D., & Tan, J. S. 2007, August. Anger at Work: Expressions, Norms and outcomes. In Ozcelik, H. & Wang, Lu (chairs) *Deconstructing Anger in Organizations: Costs and Benefits of Anger*. Symposium presented at 67<sup>th</sup> Annual Academy of Management Conference in Philadelphia, PA

Callister, R. R., 2005, August. Theory Driven Change Efforts. In Bilmoria, D & Callister, R. R (chairs) *Applying Theory to University Transformation: Advancing Women Faculty in Science and Engineering*. Accepted as a "Showcase Symposium." Presented to the 65<sup>st</sup> Annual Academy of Management Conference in Honolulu, Hawaii. **Awarded division best symposium award.**

Callister, R. R. 2004. June. Gender differences in the quality of work life in science departments. In R. R. Callister (chair) NSF Advance: Examining a leaky pipeline – Research on the academic careers of women in science and engineering Symposium presented at AAAS-Pacific conference in Logan, UT.

Hamilton, M., Callister, R. R. Tan, J. S., Gray, B., Schweitzer, M. A., Gibson, D., Davidson, M. 2001, August. Cultural differences in expressions of anger: A comparison of employees in Singapore and the U.S. In R. R. Callister (chair), Conflict and Diversity in Organizations Symposium presented to the 61<sup>st</sup> Annual Academy of Management Conference in Washington D.C.

Callister, R. R. 2000, August. Anger episodes at Work: An approach to the study of anger in organizations. In T. Glomb (chair), Anger at Work: Conceptual and

Methodological Extensions symposium presented at the Second Conference on Emotions in Organizations in Toronto, Canada.

Callister, R. R., Davidson, M., Gibson, D., Gray, B. Schweitzer, M. & Tan, J.S. 2000, June. Anger in Organizations: A Contextual View. In J. K. Jameson, (chair), Emotions and Conflict in the Workplace: Theory and Application. Symposium presented at the Thirteenth Annual Conference of the International Association for Conflict Management in St. Louis, MO.

Callister, R. R., 1999, August. Status and anger in conflicts across organizational boundaries. In R. R. Callister (chair), Anger in Organizations: Its causes and consequences Symposium presented at the 59<sup>th</sup> Annual Academy of Management Conference in Chicago, IL.

### **Refereed Conference Papers**

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Callister, R.R. & Stewart, D. (student). 2010 May. Exploring the relationship between cultural dimensions and entrepreneurial activity in 30 countries: An undergraduate research collaboration. Presented at the Western Decision Sciences Institute conference in Lake Tahoe, CA.

Gibson, D. A. & Callister, R.R. 2009, June. "Anger in Organizations: Review and Future Directions. Presented at 22nd Annual Conference of the International Association of Conflict Management. Kyoto, Japan.

Cardon, P. & Callister, R. R. 2008, August. Etic and Emic Streams of Research about Face in Chinese Culture: Implications for Future Research. Presented at 68<sup>th</sup> Annual Academy of Management Conference in Anaheim, CA.

Armstrong, A., Callister, R. R., Malin, S. 2008, August. Instituting change within the institution: Gender, mentoring and the blindness of neutrality. Presented at the American Sociological Association.

Callister, R. R., Gray, B., Schweitzer, M., Gibson, D., & Tan, J. S. June, 2007. Exploring the Relationship between Emotion Display Rules and Social Norms and their Influence on Anger Expressions in Organizations. Presented at the 20<sup>th</sup> Annual Conference of the International Association of Conflict Management, Budapest, Hungary.

Callister, R. R. 2006, August. The impact of gender and department climate on work outcomes. 66<sup>th</sup> Annual Academy of Management Conference in Atlanta, GA.

## **Refereed Conference Papers** (continued)

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Geddes, D. & Callister, R. R. 2006, May. Extending the dual threshold model of organizational anger. European Academy of Management Conference in Oslo, Norway.

Callister, R. R. & Wall, J.A. Jr. 2004, August, Thai and U.S. Community Mediation. Presented at 64<sup>th</sup> Annual Academy of Management Conference in New Orleans.

Callister, R. R. & Geddes, D. 2004, June. Crossing the line. Presented at the 17<sup>th</sup> Annual Conference of the International Association of Conflict Management, Pittsburgh, PA. **Awarded Best Theoretical Paper.**

Clark, H. D., Sullivan, K. & Callister, R. R. 2004, April. On the outside looking in at the sacred halls of academia: Differences in women and men faculty sources of satisfaction and dissatisfaction in the sciences. Presented at the Pacific Sociology Association. .

Callister, R. R., Gray, B., Schweitzer, M., Gibson, D., & Tan, J. S. August, 2003. Organizational contexts and outcomes of anger expressions in the workplace. Presented at the 63<sup>rd</sup> Annual Academy of Management Conference in Seattle, Washington.

Callister, R. R., Gray, B., Schweitzer, M., Gibson, D., & Tan, J. S. June, 2003. Organizational Anger Contexts and their Relationship to Outcomes of Anger Expressions in the Workplace. Presented at the 16<sup>th</sup> Annual Conference of the International Association of Conflict Management, Melbourne, Australia.

Wall, J. A. Jr., Arunachalam, V. & Callister, R. R. Indian and U.S. Mediation. August, 2003. Presented at the 16<sup>th</sup> Annual Conference of the International Association of Conflict Management, Melbourne, Australia.

Gibson, D, Schweitzer, M., Callister, R. R., Gray, B., Tan, J.S., & Davidson, M. 2002, June. Anger at Work: The Influence of Anger Expressions on Organizational Outcomes. Paper presented at the 15<sup>th</sup> Annual Conference of the International Association for Conflict Management, Park City, Utah.

Callister, R. R., Gray, B., Tan, J. S., Gibson, D. Schweitzer, M. & Davidson, M. 2001, June. The affect of organizational context on anger expression and the outcomes of anger episodes. Paper presented at the 14<sup>th</sup> Annual Conference of the International Association for Conflict Management, Paris, France.

## **Refereed Conference Papers** (continued)

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Wall, J. A. Jr. & Callister, R. R. 1999, August. Malaysian Community Mediation. Paper presented at 59<sup>th</sup> Annual Academy of Management Conference in Chicago, IL.

Callister, R. R. & Wall, J.A. Jr. 1998, August. Managed care organizations versus health care providers: Conflict across organizational boundaries. Paper presented at the 58<sup>th</sup> Annual Academy of Management Conference, San Diego, CA.

Callister, R. R & Wall, J. A. Jr. 1998, June. Conflict at the interface between organizations. Paper presented at the Eleventh Annual Conference of the International Association for Conflict Management, Baltimore, MD.

Morrison, E. W., Bauer, T. N., Callister, R. R. 1998. June. Organizational socialization: Cross-Cultural propositions. Western Academy of Management International Conference, Istanbul, Turkey.

Love-Stuart, M. S. & Callister, R. R. 1997, June. Can you make it fit? Bringing the Concept of Congruence to the Classroom. Workshop conducted at the Organizational Behavior Teaching Conference in Cleveland, OH.

Wall, J. A. Jr., Blum, M. Callister, R. R., Jin, D. J., Kim, N. H. Sohn, D. W. 1997. Mediation in the U.S., China, Japan, and Korea. Paper presented at the 10<sup>th</sup> Annual Conference of the International Association for Conflict Management, Bonn, West Germany.

Callister, R. R. 1996, August. Conflict across organizational boundaries. Paper presented at the 56<sup>th</sup> Annual Academy of Management, Cincinnati, Ohio.

Love-Stuart, M. S. & Callister, R. R. 1996, October. Whistle blowing at ADM. Case presented at the North American Case Research Association Case writers Workshop in Colorado Springs, Co.

Callister, R. R. 1995, April. Beyond win/win: Toward an understanding of individual's responses to conflict. Midwest Academy of Management, St. Louis, MO.

Callister, R. R. 1995, April. Influences on emotional reactions to conflict. Paper presented at the Midwest Academy of Management, St. Louis, Missouri.

Callister, R. R., Kramer, M. W. & Turban, D. B. 1995, August. Feedback seeking following career transitions. Paper presented at the 55<sup>th</sup> Annual Academy of Management, Vancouver, B.C.



Callister, R. R. & Reall, M. W. 1995, June. If we haven't learned it by now it is too late anyway, isn't it?: Introducing ethics into the OB classroom. Workshop conducted at the Organizational Behavior Teaching Conference, Macomb, Ill.

Callister, R. R. & Wall, J. A. Jr. 1995, June. Japanese community and workplace mediation. Paper presented at the Eighth Annual Conference of the International Association for Conflict Management, Lo-Skolen, Helsingor, Denmark.

Callister, R. R. & Wall, J. A. Jr. 1994, June. Japanese community mediation. Paper presented at the 7<sup>th</sup> Annual Conference of the International Association of Conflict Management in Eugene, Oregon.

Callister, R. R. Kramer, M. W. & Turban, D. B. 1994, March. Career transitions of newcomers and transferees: Antecedents and outcomes of the socialization Process. Paper presented at the Western Academy of Management in Santa Fe, New Mexico.

Kramer, M. W. Callister, R. R. & Turban, D. B. 1994, November. Communication strategies for information exchange during job transitions. Paper presented at the National Speech Communication Association Convention-Applied Communication Division in New Orleans, Louisiana.

Callister, R. R., Kramer, M. W. & Turban, D. B. 1993, August. Proactive behaviors in organizational transitions. Paper presented at the 53<sup>rd</sup> Annual Academy of Management, Atlanta, Georgia.

Wall, J. A. Jr. & Callister, R. R. 1993, June. Ho'oponopono: Mediation in Hawaii. Paper presented at the 6<sup>th</sup> Annual Conference of the International Association for Conflict Management, Hengelhoeft-Houthallen, Belgium.

Greening, D. W. & Callister, R. R. 1992, August. How companies organize to prepare for crises: A look at three industries. New Avenues in Crisis Management, Las Vegas, Nevada.

### **Invited Research Presentations**

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Callister, R. R. 2009, October. "Managing Department Climate Change." National Science Foundation & American Women in Science conference. Washington D.C.

Callister, R. R. 2009, April. Careers of Professional and Academic Women: Progress and Ongoing Challenges. Sunrise Session. Salt Lake City, UT.

Callister, R. R. 2008, October. Establishing a Caregiving Policy at Utah State. Iowa State conference on Flexible Family Friendly policies, Ames Iowa.

Callister, R. R., 2008, May. Career Advancement Issues for ADVANCE Team Members. National **NSF** ADVANCE Meetings, Roundtable discussion. Washington D.C.

Callister, R. R., 2008, May. "Using Department Climate Survey Results to Stimulate Department Change" National **NSF** ADVANCE Meetings, Roundtable discussion. Washington D.C.

Callister, R.R. 2007, May "Lessons Learned from Utah State ADVANCE grant" Invited presentation at **Iowa State** to Deans, Department chairs, Science and Engineering Faculty and the newly formed Iowa State ADVANCE team to explain what Utah State has learned from their experience with the ADVANCE grant.

Callister, R.R. 2006, April. International workshop, "Action Research in the Workplace: Learning from the Past, Planning for the Future," funded by the Ford Foundation sponsored by the MIT Workplace Center at the Sloan School of Management. Held at **MIT** in Boston, Mass.

Callister, R. R. 2005 May, **NSF** ADVANCE conference, Washington D.C. Panel chair and presenter Climate/Culture Change panel, "Utah State Culture/Climate Change Efforts."

Callister, R. R. 2005 May, **NSF** ADVANCE conference, Washington D.C. Presenter "A Whole System Look at Creating Sustainable Change"

Callister, R. R. 2004, April 20<sup>th</sup>. Campus Climate Surveys. **NSF** ADVANCE Conference. Atlanta, Georgia.

Callister, R. R. 2002, April. Crossing the Line: Expressions of anger in organizations. Presented to OB Conference: Changing Organizations at **Brigham Young University** Provo, UT.

Callister, R. R. 1998, February. Japanese Community and Organizational Mediation. Paper presented at the Rocky Mountain International Business Association Conference at Utah State University.

Callister, R. R. 1993, February. Proactive Behavior and Adjustment during Career Transitions. Paper presented at the Research Seminar Series at the University of Missouri-Columbia.

Wall, J. A. Jr., Callister, R. R. & Sohn, D. J. 1993, April. Mediation in the Pacific Rim. Symposium participant at the Research Seminar Series at the University of Missouri-Columbia.

Callister, R. R. 1987, October. Overcoming Obstacles in Starting a New Business. Seminar for Small Business Owners sponsored by Salt Lake Community College, Salt Lake City, UT.

## **CONTRIBUTIONS THROUGH SERVICE**

### **University Service**

Parental Caregiving Policy 2008-2009. -- wrote a Parental Caregiving policy to create a maternity/paternity policy that would allow faculty who had a child to take time off. Sick leave is difficult to use because of teaching responsibility. This policy will allow a semester off teaching. It has reached the highest level of the approval process.

Data Indicator Committee, developing a university reporting system for tracking hiring, retention, promotion of women and minority faculty. Chair: VProvost Ann Austin and Director Office of AAA 2008-09.

Member University Diversity Committee 2008-2009.

Member Vice Provost's Advisory Committee (aka Breakfast Club) 2008-2010.

Member search committee for Department Head in Electrical Engineering, 2007 which hired Todd Moon.

Member search committee for Executive Vice President and Provost, 2005. Search hired Provost Ray Coward.

Member search committee, V. P. of Finance and Business 2003-2004. Search that hired Ron Godfrey and identified Glenn Ford as the second choice. Glenn Ford replaced Ron Godfrey two years later.

Chair and Principal Investigator, Advance Initiative to improve the recruitment and retention and advancement of women faculty at Utah State. 2002-2006. Co-Principal Investigator 2006-2009.

### **Recruitment**

1. Developed a Science and Engineering Recruitment Team (SERT) to assist with faculty searches and provide information about how cognitive bias can unintentionally occur and steps that can be taken to reduce bias and improve the quality of recruiting.

2. Developed a Dual Career Assistance Protocol to assist spouses or partners of faculty hires
3. Ongoing efforts to improve childcare offerings on campus
4. Developing web-based training for search committees
5. Annually calculate and present data to administrators and faculty about Utah State's recruitment compared to the national availability of women and minority Ph.D. graduates in each field.

#### Retention

1. Interviewed almost all science and engineering women (S & E) faculty (42) and a matched set of male faculty (40) about their sources of satisfaction and dissatisfaction. We used this data to design retention and advancement programs.
2. Developed a transitional support program to assist faculty experiencing a slow down or disruption to their research because of family, health or other factors. We provide grants, matched by the department for faculty members that need support
3. Department transformation efforts with seven departments
4. Department climate surveys – the results were presented in many forums to stimulate additional changes. This survey will be repeated in fall 2007 to examine changes.
5. Administrator training workshops
6. Developed a campus mediation training program
7. We brought a number of speakers to campus to provide seminars or workshops on a variety of topics including – leadership, negotiations, and gender schemas.

#### Advancement

1. Developed a series of programs to increase assistance and mentoring for associate professors after discovering that Utah State had much lower percentages of full professors (especially women) than its peer institutions.
2. Set up informational meetings with the Provost/Vice Provost for associate professor women in science and engineering about promotion to full process.
3. Developed "Associate to Full" mini-grants to assist faculty that were trying to get ready to go forward for full.
4. *Changed faculty code* to ensure that promotion committees were formed by three years after tenure to provide associate professors with information about requirements for full.
5. Increased transparency in the promotion and tenure process by *changing faculty code* to include a system of neutral observers (ombudspersons) to observe every promotion and tenure meeting to ensure due process is followed.
6. Developed Collaborative Seed Grant program based on research to fund collaborative research efforts across disciplines that included at least

- one woman scientist to encourage informal mentoring where the applicants self-selected who they wanted to work with on research projects.
7. Sponsored workshops for faculty on grant writing, grant sources, and meetings to aid collaborative interactions between faculty members.
  8. Overseeing development of DVD to distribute information about our Ombudsperson program for promotion and tenure committees.
  9. Oversaw development of an interactive theater traveling program that illustrates how gender bias can occur during evaluations. The setting is a third year review meeting. Audience members are allowed to question the actors in their character to probe the thoughts and motivations behind their behavior.

Chair, ADVANCE Implementation Committee 2003-2005. Created to inform and receive input from deans, department heads and key faculty in NR, ENG, AG and Science on developing and implementing ADVANCE change efforts in 2003-2005.

Faculty Senate 2003-2006, 2007-2009.

Member Professional Responsibilities Committee, USU, 2004-2006. Revised faculty code.

Connections Presentation for incoming freshmen, 2007

Member Campus Climate for Women Committee, USU, 2003-2006.

Member Athletic Council, USU, 2003-2004.

Member search committee, ADVANCE, project leader. USU 2002-2003. Search for new professional staff member and project leader that hired Mary Feng.

External Reviewer of the Department of Psychology, April 2002.

Women and Gender Research Institute Steering Committee at Utah State University, 1999-2002.

University Classroom Scheduling Committee, 2000. Developed a new system of prioritizing classroom scheduling based on technology use.

Assisted faculty in science and engineering with challenges in promotion and tenure

- Served as an observer for Dominique Roche's grievance hearing at his request

- Called by Nicole McCoy as a witness for her grievance hearing – substantial preparation was required.
- Supported and assisted Helga Van Miegroet with her response to negative external review letters during her promotion efforts.
- Consulted with Annette Bunker as she decided whether or not to resign after a negative third year review.

### **Invited Presentations at Utah State University**

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Callister, R. R. 2009 March 31, Joy in the Journey: The Rollercoaster Ride from Pre-ADVANCE to the Present. Given at the presentation of the Utah State University Women and Gender Research Institute Distinguished Professor Award.

Callister, R. R. 2008, November 4. Inaugural Lecture at President Stan Albrecht's home.

Callister, R. R. 2008, November 2. Caregiving policy proposal. Faculty Forum presentation.

Callister, R. R. & Schmidt, R. 2007, August 21. Presentation to ECE department "Best Practices in Recruiting Faculty."

Callister, R. R. & Hult, C. 2006 September 25. Presentation to Dean's Council about the progress since the ADVANCE initiative began and the benefit of the dept. transformation work in Biology.

Callister, R. R. 2005, September 29. Presentation to Utah State Department Head Workshop. "Improving Department Climate: Using Climate Surveys."

Callister, R. R. 2004, November 22<sup>nd</sup>. Gender differences in the Quality of Work Life in Science and Engineering Departments at Utah State. Presented to Dean's Council.

Callister, R. R. 2004, November 29<sup>th</sup>. Department Differences in Departmental Climates at Utah State University. Presented to Dean's Council.

Callister, R. R. 2004, March 26<sup>th</sup>. The Dual Agenda approach to departmental change. Presented to the Department of Biological and Irrigation Engineering.

Callister, R. R. 2004, January 26<sup>th</sup>. The Dual Agenda approach to departmental change. Presented to the Department of Plant, Soils and Biometerology.

### **Invited Utah State University Presentations (continued)**

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Callister, R. R., Sullivan, K., & Hult, C. 2003. November 3<sup>rd</sup>. Mentoring and Retaining Faculty. Faculty Forum, Eccles Conference Center.

Callister, R. R., Sullivan, K., & Hult, C. 2003. November 3<sup>rd</sup> Advance – Supportive Workplace Initiative. AC Women's Club. Caine House.

Callister, R. R. 2003, September 10<sup>th</sup>. "The Dual Agenda approach to departmental change" presented to the Department of Biology.

Callister, R. R., Sullivan, K., Hult, C. & Powell 2003, September 4<sup>th</sup> "Advance - U.S.: Kick Off Presentation at the Institutional Residence to legislators, city council, and university administrators.

Callister, R. R., Sullivan, K., Hult, C. & Powell 2003, August 13<sup>th</sup> "Advance - U.S.: Findings and Directions" presented to Department Heads Retreat.

Callister, R. R., Sullivan, K., Hult, C. & Powell 2003, August 11<sup>th</sup> "Advance - U.S.: Findings and Directions" presented to Deans Council.

Callister, R. R., Sullivan, K. Hult, C. & Powell, J. 2003, April 11<sup>th</sup>. "Women in the Academy: Hope for the Future" presented to Women Faculty Spring Luncheon.

Callister, R. R., Sullivan, K. & Hult, C. 2003, February 18. Advance – US Interview Findings and Proposal for improving the Retention of Women Faculty in Science and Engineering. Presented to department heads at Utah State.

Callister, R. R., Sullivan, K. Hult, C. & Powell, J. 2002, October 23. Advance – US Interview findings and proposal for improving the Retention of Women Faculty in Science and Engineering. Presented to Women and Gender Research Institute Brown Bag Seminar, USU.

Callister, R. R., Hult, C. & Powell, J. 2002, September. Advance – US Interviews: Findings and proposal for improving the retention of women faculty in Science and Engineering. Presented to Dean's Council, USU.

Callister, R. R., Sullivan, K. Hult, C. 2002, September. Advance – US Interviews: Findings and proposal for improving the retention of women faculty in science and engineering. Presented to President's Executive Council.

Callister, R. R., Sullivan, K. Hult, C. 2002, September. Advance – US Interviews: Findings and proposal for improving the retention of women faculty in Science and Engineering. Presented to President's Committee on the Status of Women, USU.

Callister, R. R., Sullivan, K. Hult, C. 2002, June. Women Faculty in Science and Engineering, Proposal for NSF Advance Grant. Presented to Women and Gender Research Institute, USU.

Callister, R. R. 2001, April. Anger in organizations: A contextual view. Presented to the Society for the Advancement of Qualitative Studies, at Utah State University.

Callister, R. R. 1999, March. Using both quantitative and qualitative methods to study mediation. Presented to the Qualitative Methods Group at Utah State University.

### **Promotion and Tenure Service**

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Chair, 5 Year review committee for David S. Stephens, MGT, 2010

Chair, promotion and tenure committee for Carrie Belsito, MHR 2007-2013

Chair, promotion and tenure committee for Dan Holland, MHR 2008-2014

Chair, promotion and tenure committee for Brenda Sun, MHR 2006-2008.

Chair, promotion and tenure committee for Alison Cook, MHR 2004-2010.

Chair, promotion and tenure committee for Troy Mumford, MHR 2002-2008.

Chair, promotion and tenure committee for Dawn DeTienne, MHR 2003-2006.

Member, promotion and tenure committee for Christopher Reutzell, MHR 2007-2013.

Member, promotion and tenure committee for Joanne Bentley, INST 2005-2008.

Member, promotion and tenure committee for Karina Hauser, BIS 2002-2008.

Member, promotion and tenure committee for Konrad Lee, MHR 2003-2008.

Member, promotion and tenure committee for Jeremy Short, MHR 2005-2006.

Member, promotion and tenure committee for Cindy Durtschi, Acct 2003-2006.



Member, promotion and tenure committee for James Hayton, MHR 2002-2005.

Member, promotion and tenure committee for Rosemary Fullerton, Acct 2002-2005.

### **College Service**

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Chair, College Ethical Leadership Committee 2007-present, developing a program to increase a culture of ethical leadership in the College of Business.

College Awards Committee 2009.

Member, Faculty Relations Committee, College of Business, Utah State University, 2004-2005, 2002-2003, 2000-2001 and 1998-99.

Chair, Teacher of the Year committee, College of Business, U.S.U. 2002, 2003.

Chair, College of Business Marketing and Development Committee, 2001-2002. Worked on design of the COB web page and developed a flow of information on accomplishments and achievements within the college that could be publicized.

Member computer committee, College of Business, Utah State University, 1999-2002. Researched and wrote the initial grant proposal that was funded for \$780,000 by the Eccles Foundation to upgrade the technology all business building classrooms. Continued working on the committee to oversee the installation of the systems.

Member Research and Scholarly Productivity Committee, 1999-2000.

### **Department Service**

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HR Curriculum Committee 2008-present (A-team). Took the lead on curriculum redesign in 2009 and submitted changes to EPC for approval

Member, search committee for Ethical Leadership position, 2008-2009

Member, search committee for new Strategy/HR faculty, 2006 -- hired Brenda Sun. Participated in the searches for Dan Holland, Chris Reutzel and Carrie Belsito 2006. Did not serve on the committees because of sabbatical.

Member, search committee for new strategy faculty member, 2004 -- hired Jeremy Short.

Member, search committee for new faculty member, 2003-2004 -- hired Alison Cook.

Chair search committee, MHR Dept., USU 2002-2003. Search for new Strategy and Entrepreneurship professor that hired Dawn Detienne.

Member search committee, MHR Dept., USU 2002-2003. Search for new Employment law professor -- hired Konrad Lee.

Member search committee, MHR Dept., USU 2001-2002. Search for Human Resource professor -- hired Troy Mumford.

Member search committee, MHR Dept., USU 2001-2002. Search for Human Resource professor -- hired James Hayton.

Management Degree Task Force 2000-2001 - Revised the curriculum and combined the management degree with the human resource degree.

### **Practitioner Presentations**

Association of Women in Science (AWIS) and the National Science Foundation. Broadening Participation Conference. Washington D.C. October 30, 2009. Changing Department Climate. Plenary address to share the pitfalls and success in efforts to change the climate in six departments Utah State University. The audience was members AWIS and recent ADVANCE grant awardees both administrators and grant PIs who will be attempting to work on department climate change at their own institutions.

AC Women's Auxiliary. Career of Professional and Academic Women. October, 18, 2009, Logan, Utah.

Sunrise Session to Alumni in Salt Lake City April 24, 2009 Careers of Professional Women: Progress and Obstacles.

Logan Rotary Club "Careers of Professional Academic Women: Progress and Obstacles". April 9, 2009.

### **Consulting Activities**

My expertise is in Changing Department Climate/Culture and surveys design to assess department climate/culture. As part of my work on the ADVANCE grant, I worked directly with five departments at Utah State University on department issues. As a result I have been asked to speak on this topic and act as a consultant to the following universities:

**Washington State University** – External Evaluator 2010, phone consultation, campus visit to evaluate their performance.

**Iowa State University** – External Advisory Board. 2006-present. Visits to campus, phone consultations, meetings offsite.

**West Virginia University** – phone and email consultations and I have been asked to serve on their External Advisory Board if their grant proposal is funded 2009.

**Wright State University** – phone and in person consultation, 2009

**University of Minnesota Duluth** – phone and in person consultation with Tim Holst Vice Chancellor, 2009  
Others in past years.

## **Professional Activities and Service**

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**Editorial Board and reviewer** for Negotiation and Conflict Management Research 2006- present.

**Editorial Board** of Academy of Management Learning and Education 2001-2004.

**Editorial Board** for special issue of American Behavioral Scientist on intractable conflict, 2005.

**Editorial Board** for SSRN - Social Science Research Network – Online electronic abstracting and downloading of manuscripts, 2002-2005.

Ad Hoc Reviewer for **Gender & Society**, 2009-present.

Ad Hoc Reviewer for **Academy of Management Journal** 1999-present.

Reviewed ten new manuscripts for this top journal and several revisions.

Ad Hoc Reviewer for **Academy of Management Review** 2004.

Ad Hoc Reviewer for **Academy of Management Learning and Education Journal** 2002-2003, 2005.

Ad Hoc Reviewer for **Group and Organization Management**.

Ad Hoc Reviewer for **Negotiation and Conflict Management Research**, 2006.

Ad Hoc Reviewer for **International Journal of Conflict Management** 2002-2004.

Ad Hoc Reviewer for **Journal of Occupational and Organizational Psychology** 2004 -2005.

Ad Hoc Reviewer for **International Journal of Manpower** 2000.

National/International Organization Service:

\$ **Representative-at-large for the Conflict Management Division** of the National Academy of Management 2002-2003.

\$ **Session chair** for International Association of Conflict Management, 2001, 2003, 2004, 2007.

\$ **Board Member, International Association of Conflict Management**, 2001-2003.

\$ **Best Book Award Committee** for International Association of Conflict Management 2003-2004.

- \$ **Local Arrangements Chair** for International Association of Conflict Management's 2002 conference in Park City, Utah.
- \$ **Reviewer** for International Association of Conflict Management Conference, 1999, 2000, 2002, 2003, 2004.
- \$ **Reviewer** for National Academy of Management Conference 1995-2003, Organizational Behavior Division and/or Conflict Management Divisions
- \$ **Best Article Award Committee** for International Association of Conflict Management 2000.
- \$ **Session chair** for Academy of Management Conference, 2002, 2001, 1999, 1996.
- \$ **Session chair** for Emotions in Organizations Conference, Toronto, 2000.
- \$ **Discussant** for Emotions in Organizations Conference, San Diego, 1998.
- \$ **Reviewer** for Emotions in Organizations Conference, 1998, 2000.
- \$ **Co-Chair Rocky Mountain International Business Association (RMIBA) Conference**, Utah State University, February 5-6, 1998.

Coordinator for University of Missouri, College of Business and Public Administration, New Doctoral Student Orientation 1992, 1993

Affiliations: Academy of Management 1992-present  
 International Conflict Management Association 1996-present  
 American Psychological Association 1995-2010

## **Community Service**

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Sunshine Terrace, Logan, UT – Chair Human Resource Advisory Committee 2002-2003. Member Human Resource and Information systems, Board advisory committee, 1999-2003.

Logan City, Parks and Recreation Advisory Board Member, June 1999- 2003. Participated in evaluating and selecting design firms to redesign Cliffside Park, advising design team and overseeing development of the park.

Presentation June 1999. Using Supportive Communication to Manage Conflict. Presented to the Medical Alliance of Cache Valley.

Future of Downtown Logan - Advisory Committee Member -- Provided long-range planning for the City of Logan. February-March 2001.

Chair, Cliffside Book group. 1999-2005.

Chair, Alta Canyon Recreation Board, Sandy, Utah  
 1981-1991 Member, Board of directors of community recreation district

1987-1990 Chairman of the board -- Put together \$3 million bond election to build five parks and swimming pool/recreation complex.

Water Advisory Board, Sandy, Utah

1982-1984 Advised the city on water rates and capital improvements

### **Professional Work Experience**

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Community Water Company, Salt Lake City, Utah 1987-1991  
General Manager and Vice President of water utility company.

Salt Lake Community College (see academic exp. above) 1982-1986

Roberts' Furniture Company, Salt Lake City, Utah 1977-1982  
Founder, Part owner and Vice President.

### **TEACHING AND STUDENTS**

Editorial Board of **Academy of Management Learning and Education** 2002-2004. The top pedagogy journal in the field.

Ad Hoc reviewer for **Academy of Management Learning and Education**. 2001-2002, 2005.

### **Teaching Publications**

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Clark, S. C., Callister R. R., & Wallace, R. 2003. Teaching emotional intelligence. **Journal of Management Education**, 27: 3-23.

Callister, R. R. & M.S. Love 2001. Price Fixing at ADM. Case published in **O.B. in Action** by Janet W. Wohlberg, Gail E. Gilmore, and Steven B. Wolff New York: Houghton Mifflin. (Ethics case).

Callister, R. R. 2002. Connections to the Rest of the World: Teaching and Learning after the September 11 attacks -- excerpted in **Academy of Management Learning and Education**, 1: 21, 29

Cook, A. & Callister, R. R. "Diversity Education for Conservative Religious Students" Under review at **Journal of Business Education**.

### **Mentoring Students**

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Ph.D. committee Co-Chair ,Wei Zhai, Instructional Technology, 2004-present  
Ph.D. committee Anita Armstrong, Sociology, 2007-present.  
Ph.D. committee Bobbe Allen, Instructional Technology, 2006-present.  
Ph.D. committee Christine Brower, Sociology, 2004-2007.  
Ph.D. committee Peter Cardon, Business Inform. Systems, 2002-2005. Graduated.  
Co-authored conference paper with Peter Cardon – listed above under  
Academy of Management Presentation, 2008. Journal submission in progress  
Ph.D. committee David Duprey, Instructional Technology, 2000-2002. Graduated.  
Ph.D. committee Bing Wang, Business Information Systems, 2003-2005.

Mentored Master's student – Emily Maycock as a teaching assistant helping to  
prepare her for her future interest in college level teaching, 2009.  
Supervised Masters student -- Heather Davis Clark in writing and presenting  
conference paper at Pacific division of the Sociological Association. 2004  
Masters of Social Science committee Sam Moore, 1996 Graduated.

Supervised Master's of Business Administration Professional Papers:  
Mike Timms 2002. Gender and Conflict Management.  
Marisa Gerber 2001. Effective Training of Expatriates for International  
Assignments.  
Scott Conlin 2000 Crossing Boundaries: Strengthening the Organization with  
the Deployment of Global Information (IT) Solutions.  
Lance Squire, 1998. Business Plan for a new Sports Facility.

Supervised Ph.D. independent study 2006: Wei Zhai Grant application proposal,  
independent study.  
Supervised Ph.D. independent study 2005: Wei Zhai "Gender and Technology Use"

### **Undergraduate Research**

Stewart, Darcy. 2009. Honors Project in Ronda Callister's Spring MGT 3820  
International Management Class Darcy Stewart developed an empirical study  
"Influence of Culture on Entrepreneurial Activity"

Stewart, Darcy. 2010. Poster presented at *Research on Capitol Hill by Darcy Stewart*  
"The Influence of Cultural Characteristics in Entrepreneurship across the Globe," Salt  
Lake City Capitol Building, January 28, 2010

Stewart, Darcy. Research selected as one of the three best undergraduate  
research projects for the year at USU by the Vice President of Research Office  
presented at the *Annual Research Basketball Pregame Reception* at USU on  
February 17, 2010.

Stewart, Darcy. Research abstract accepted for presentation at the *Utah Conference on Undergraduate Research*, Cedar City, Utah. February, 2010

Callister, R. R. & Stewart, D. Paper accepted for the proceedings of the *Western Decision Sciences Institute* conference. Paper presented at the Lake Tahoe, Nevada conference April, 2010 entitled "Exploring the Relationship between Cultural Dimensions and Entrepreneurial Activity in 30 Countries: An Undergraduate Research Collaboration."

Stewart, D. & Callister, R. R. 2010, April. presentation at *National Conference on Undergraduate Research* (NCUR) in Missoula Montana entitled "Influence of Culture on Entrepreneurial Activity around the World."

Out of 2600 students that applied, Darcy Stewart's abstract was accepted for

Supervised and mentored **Undergraduate Teaching Fellows** (UTFs)

Lori Diaz, Spring 2010

Vikki Ballard, Fall 2009

Jasmine Schalmaus, Spring 2009

Lindsay Lake, Fall 2008

Jacob Roecker, 2007-2008

Ashlee Gardner Spring, 2007

Rebecca Norfleet, Fall 2005 (sabbatical in 2006)

Amber Shepherd, 2004-2005

Rebecca Godfrey, 2003-2004

Supervised Undergraduates Senior Papers:

Haley Keime 2005. Senior Thesis. International Management

Misty Viera 2004. Senior thesis. International Management

Eric Dutson, 2003. Summer internship paper.

Melissa Bush Garrett, 2001. Senior Thesis: Predicting the success of Expatriates.

Submitted conference paper to WDSI with honors student Darcy Stewart.

Supervised students taking my classes as an honors or a graduate course:

Ashley Calder, 2010

Vikki Carlise Ballard, 2009

Darcy Stewart, 2009

Mark Browning, Honors student, 2001

Jennifer Johnson, Graduate student, 2000

Ed Murdock, Graduate student, 1999

Teneal Taylor, Honors student, 1998

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## **Presentations to Students**

Talk to students in the International Business Club February 11, 2010

Panel presentation to International Students Orientation August 21, 2009

Connection presentation, August 18, 2008.

Callister, R. R., 2005. "Gender in Higher Education," Presentation to Sherry Marx secondary education class

Callister, R. R., 2004. "Gender in Higher Education," Presentation to Sherry Marx secondary education class

Callister, R. R. 2000, June. Resolving conflict: Mediation in three Asian Countries. Presented to Nicholas Eastmond's graduate instructional technology class.

### **Other Teaching/Related Related Activities**

Participated in the student's Society for the Advancement of Ethical Leadership and their book groups discussions, 2009-2010.

Attended HBS Reception for International Students September 9, 2009

Attended HBS Dean's Convocation with Padma Ventakaraman October 7, 2009 and the lunch afterwards with the speaker and donor Jalynn Prince.

Judged for USU Mr. and Miss International Competition, December 3, 2009

### **Teaching Development**

Attended Seminar "I'm not Racist, but..." Developing a Critical and Inclusive Classroom Through Evaluation of Language and Narrative: by Kyle Reyes, Jan. 23, 2010

Attended Online Seminar, "Developing Grading Rubrics" February 2009.

Attended Workshop/Seminar, "What More than 80 Years of Research Tell Us About Student Ratings," Provost's Lecture Series, Logan, UT. Sept. 24, 2008

Attended Workshop/Seminar "Powerful Questions for Critical Thinking," Utah State University, Logan, UT. November 28, 2007.

Attended workshop/Seminar, "What the Best College Teachers Do" by Ken Bain Provost's Lecture Series, Logan, UT. September 28, 2007.

Attended conference sponsored by Rocky Mountain Center for International Business with a focus on teaching international business. Las Vegas, NV Dec, 2006



Taught at National University of Singapore during my sabbatical in 2006, to learn more about teaching across cultures and to enhance my own teaching of International Management.

Attended Faculty Development in International Business (FDIB) workshop on teaching international negotiations at Duke University, Durham, NC, October, 1999.

Attended Faculty Development on International Business (FDIB) on teaching international management at Thunderbird Graduate School in Phoenix, AZ, January 1999

FACT courses – Web Ct, May, 2000; PowerPoint, August 2000.

Feb 2, 2010

October, 2007

## **Research Impact**

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- 570 citation count listed on Google Scholar and Web-for Science total in Sept. 2009. One third of peer-reviewed citations are in journals rated as “premier” by my department.
- Cited in major textbook including the popular: *Organizational Behavior* by R. Kreitner and A. Kinicki and *Organizational Behavior* by S McShane and M. A. Von Glinow.
- Climate Surveys – I was asked to participate in designing Academy of Management member survey. Multiple requests to use the survey I developed for Utah State. My survey was also recommended by others on the National Academy of Management Gender and Diversity listserve.
- The symposium entitled “Anger in Organizations: Its causes and consequences” presented at the 59<sup>th</sup> Annual Academy of Management Conference in Chicago, IL. August, 1999, which I both chaired and presented a paper, received substantial media coverage including discussion on National Public Radio and newspaper coverage by the Associated Press.
- Article with J. A. Wall entitled “Japanese Community and Organizational Mediation” is listed on the World Bank website as a resource. <http://poverty.worldbank.org/library/country/85/> (11/04)

October 6, 2007