



GEORGETOWN FACULTY & GUEST SPEAKER PROFILES
International, Marketing, Public, Health Care and Project Management Program
March 11 – 16, 2019



PROFESSOR ERIC LANGENBACHER
Georgetown University — Department of Government

Eric Langenbacher is an Associate Teaching Professor and Director of Honors and Special Programs in the Department of Government, Georgetown University. Langenbacher studied in Canada before completing his PhD in Georgetown's Government Department in 2002. He has also taught at George Washington University and the Universidad Nacional de General San Martin, Buenos Aires, Argentina, and has given talks across the world in places such as Spain, Germany, the UK, China, and Qatar. He was selected Faculty Member of

the Year by the School of Foreign Service in 2009 and was awarded a Fulbright grant in 1999-2000 and the Hopper Memorial Fellowship at Georgetown in 2000-2001.

His publications include *Power and the Past: Collective Memory and International Relations* (co-edited with Yossi Shain, 2010), *From the Bonn to the Berlin Republic: Germany at the Twentieth Anniversary of Unification* (co-edited with Jeffrey J. Anderson, 2010), *Dynamics of Memory and Identity in Contemporary Europe* (co-edited with Ruth Wittlinger and Bill Niven, 2013), *The German Polity*, 10th edition (co-authored with David Conradt, 2013), and *The Merkel Republic: The 2013 Bundestag Election and its Consequences* (forthcoming 2015).

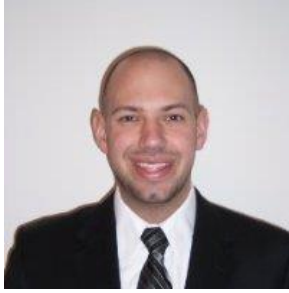
Langenbacher has planned and run dozens of short programs for groups from abroad, as well as for the U.S. Departments of State and Defense on a variety of topics pertaining to American and comparative politics, business, culture, and public policy. He is also Managing Editor of *German Politics and Society*, which is housed in Georgetown's BMW Center for German and European Studies.



PROFESSOR NUKU OFORI
Georgetown University — McCourt School of Public Policy

Dr. Nuku Ofori is an Assistant Teaching Professor and Associate Faculty Director of the National Urban Fellows program. Prior to his teaching appointment, Dr. Ofori was an adjunct faculty member at Georgetown's McCourt School of Public Policy and American University's Department of Sociology. Dr. Ofori also served as a senior advisor in the Obama Administration to Secretary Hillary Clinton and John Kerry respectively. As an expert specializing in sociology and public policy, Dr. Ofori led a broad range of policy and legislative initiatives pertaining to foreign

affairs, international security, international trade, and immigration. Notably, Dr. Ofori was as an integral member of the crisis management teams that served as a conduit between U.S. embassies, Congress, and foreign governments for the Yemen Crisis of 2015, the Egyptian Revolution of 2011, and the Boston Marathon Bombing of 2013. Prior to accepting his political appointment, Dr. Ofori served as Legislative Director and Counsel to former appropriator Congressman Chaka Fattah. In addition, Dr. Ofori authored and ghost-authored articles on numerous topics, including an article about fundamental tax reform published in the Harvard Journal on Legislation. Dr. Ofori holds a Bachelor of Arts degree in Sociology and Political Science from Baylor University, a Juris Doctorate from Temple University's Beasley School of Law, certifications from the United States Naval War College in National Security Decision Making and Joint Maritime Operations, and a Ph.D. in Sociology from American University.



PROFESSOR MARK C. HINES
Georgetown University — McCourt School of Public Policy

Mark Hines joined the adjunct faculty at the McCourt School of Public Policy in 2017 following the completion of his doctoral studies in the Department of Government at Georgetown University. His research interests focus on U.S. social insurance and welfare policy, including the determinants of support for Medicaid spending and program services at the state level. Mark currently works in policy development at the U.S. Social Security Administration where he has contributed to and led efforts to align agency policy and practices with the 2015 Obergefell v. Hodges Supreme Court decision that ensured access to program benefits to all married couples and their dependents. At the McCourt School, Mark teaches courses in Ethics & Public Policy and Research Methods.



PROFESSOR ANDREA MAYER
Georgetown University — School of Continuing Studies

Professor Mayer served as a trial attorney for the federal government for nine years, where she specialized in litigation related to Title VII of the Civil Rights Act of 1964, other laws prohibiting discrimination in federally assisted programs, and federal receiverships. She has represented the federal government in numerous capacities, including Special Assistant U.S. Attorney, receivership counsel, and agency counsel, where she provided legal advice relating to employment law, fraud, venture capital and investment law, regulatory enforcement, and governmental privileges. Previously, she served on the legal staff of the U.S. Bankruptcy Review Commission and the U.S. Sentencing Commission. Professor Mayer has also worked as a trial and jury consultant in connection with numerous high-profile criminal and civil cases, and as a judicial law clerk. She regularly lectures on topics related to constitutional law and federalism, including lectures at Georgetown's Center for Intercultural Education and Development, Program on Public Policy and Ethics in the USA, and the Library of Congress Open Leadership Program. She has been selected as Georgetown's 2009 Pro-Seminar Fellow for American Government, and will serve as Georgetown Adjunct Faculty in spring 2010.

Professor Mayer received her J.D. from George Washington University and M.A. in Government from Georgetown University. She has completed coursework towards her Ph.D. in Government at Georgetown University and Harvard University, and is currently working on her dissertation in the area of Law and Society. Her research and teaching interests center on constitutional law, tolerance attitudes, and social change.



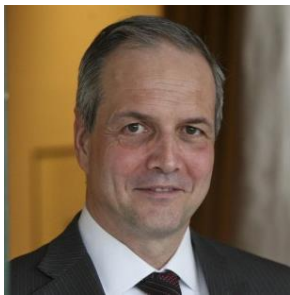
PROFESSOR MICAH K. JENSEN
Georgetown University — McCourt School of Public Policy

Mr. Jensen is an Assistant Teaching Professor at Georgetown University in the McCourt School of Public Policy. He also facilitates senior leadership development programs for the U.S. Department of Defense, and he has lectured for the U.S. Department of State. He has worked for the Urban Institute, the National Council of Nonprofits, and, for ten years, he worked in organizational development for a major investment firm. In addition, he has also led several nonprofit organizations.



PROFESSOR JUDITH FEDER
Georgetown University — McCourt School of Public Policy

Judy Feder is a professor of public policy and, from 1999 to 2008, served as dean of what is now the McCourt School of Public Policy at Georgetown University. A nationally-recognized leader in health policy, Judy has made her mark on the nation's health insurance system, through both scholarship and public service. A widely published scholar, Judy's health policy research began at the Brookings Institution, continued at the Urban Institute, and, since 1984, has flourished at Georgetown University. In the late 1980s, Judy moved from policy research to policy leadership, actively promoting effective health reform as staff director of the congressional Pepper Commission (chaired by Sen. John D. Rockefeller IV) in 1989-90; principal deputy assistant secretary for planning and evaluation at the Department of Health and Human Services in former President Bill Clinton's first term; a senior fellow at the Center for American Progress (2008-2011) and, today, as an Institute Fellow at the Urban Institute. Judy matches her own contributions to policy with her contributions to nurturing emerging policy leaders. As dean from 1999 to 2008, she built Georgetown's Public Policy Institute into one of the nation's leading public policy schools, whose graduates participate in policymaking, policy research, and policy politics, throughout Washington, the nation and the world. Judy is an elected member of the National Academy of Medicine, the National Academy of Public Administration, and the National Academy of Social Insurance; a former chair and board member of AcademyHealth and former board member of the National Academy of Social Insurance; and a member of the Center for American Progress Action Fund Board and of the Hamilton Project's Advisory Council. In 2006 and 2008, Judy was the Democratic nominee for Congress in Virginia's 10th congressional district. Judy is a political scientist, with a B.A. from Brandeis University, and a master's and Ph.D. from Harvard University.



PROFESSOR MICHAEL WERZ
Center for American Progress

Michael Werz is a senior fellow at American Progress, where his work as member of the National Security Team focuses on the nexus of climate change, migration, and security and emerging democracies, especially Turkey, Mexico, and Brazil. He has been a senior transatlantic fellow at the German Marshall Fund where his work focused on transatlantic foreign policy and the European Union.

He has held appointments as a public policy scholar at the Woodrow Wilson International Center for Scholars in Washington, D.C., and as a John F. Kennedy Memorial Fellow at Harvard's Minda de Gunzburg Center for European Studies.

Werz has published numerous articles and several books dealing with a wide range of scholarly and policy issues including race and ethnicity in the 20th century; Western social and intellectual history; minorities in Europe and the United States; ethnic conflicts, politics in Europe, and anti-Americanism.

He is a graduate of Frankfurt University's Institute for Philosophy and was professor at Hannover University in Germany. He is currently an adjunct professor at Georgetown University's BMW Center for German and European Studies.



JUERGEN GRANER
Founder & CEO, Globalator

Juergen has more than 25 years experience in international business, managing companies, departments, and projects in and across Europe, North America, and Asia. He has successfully mastered expansions, turnarounds, acquisitions, and divestments of companies, as CEO, executive manager, and advisor. As coach to senior executives, Juergen supported more than 80 managers, entrepreneurs, and scientists in the UK, USA, Austria, and Switzerland moving their businesses to the next level of international involvement.

Due to a passion for teaching, Juergen has taught entrepreneurs, scientists, managers, and master of international business students at several universities and other institutions on a variety of subjects, including international expansion and technology commercialization for more than 20 years.

His entrepreneurial ventures apart from Globalator included the establishment of a personal security company and an Internet service company. Juergen was the first recipient of the London Business School entrepreneurship award in 1998. To this day he has cultivated his interest in early stage companies as a member of the Enterprise 100 business angel club in London for more than 15 years.

The experience as a former military officer in the Austrian Armed Forces has further expanded the horizon on how Juergen views leadership and decision making in critical situations.

Juergen holds an MBA from London Business School, a Certificate in International Business Management, and a Certificate in Industrial Engineering. He is a Certified Management Consultant, Certified Export Consultant, and Intellectual Asset Management Professional. Being a native Austrian, who has lived and studied also in the UK and the USA, Juergen is fluent in both German and English.



SAM POTOLICCHIO
Georgetown University — McCourt School of Public Policy

Dr. Sam Potolicchio is Director of Global and Custom Education at the McCourt School of Public Policy at Georgetown University. Potolicchio was named one of “America’s Best Professors” by the Princeton Review, the only one in his field, a Future Leader of American Higher Education by the Association of Colleges and Universities, and winner of the OZY Educator Award as one of the six most outstanding American educators.

Potolicchio has delivered lectures in over 85 countries including at Oxford, Yale, Cambridge, Sorbonne, London School of Economics, Brown, Dartmouth, Bologna and Warwick. He also serves as the Department Chairman and Distinguished Professor in Political and Social Communications at the School of Public Policy at the Russian Presidential Academy of National Economy and Public Administration and as the President of Preparing Global Leaders Forum a leadership training program for rising leaders from over 100 countries.

Potolicchio is a senior adviser to high ranking officials around the globe and is currently the Director and academic designer of the first english language program on Global Governance and Leadership in the Russian Federation. He is a visiting professor at New York University and an official lecturer at the Library of Congress for OWLC, an international leadership program of the United States Congress.

B.A. Government, Georgetown; B.A. Psychology, Georgetown; M.T.S. Theology and Culture, Harvard; PRSE, Harvard; MA, Government, Georgetown; PhD, Government, Georgetown



PROFESSOR LYNN C. ROSS
Georgetown University — McCourt School of Public Policy

Lynn C. Ross is the Faculty Director of the Master of Policy Management Program and the Practicum Director for the MA in American Government Program. At Georgetown, Ross also teaches Public Management, Program Evaluation, Public Policy Process and Public Management, and Executive Branch Politics and Policy Making courses. In 2014, she received the McCourt School's Leslie Whittington Award for excellence in teaching.

Ross trains new Foreign Service Officers on effective communication at the U.S. State Department's National Foreign Affairs Training Center, she works with executives and the Federal Deposit and Insurance Corporation, and she has trained aspiring executives through the U.S. Department of Defense's Senior Leader Development Program.

Before returning to academia, Ross worked for the U.S. Federal Government for almost 15 years. She served in the Executive Office of the President, Office of Management and Budget (OMB) and graduated from OMB's Senior Executive Service Candidate Development Program. After starting her federal career as a Presidential Management Fellow with the U.S. Office of Personnel Management (OPM), she was one of two OPM employees chosen for the federal government's Executive Potential Program.

Dr. Ross has had experience working on Capitol Hill with the Senate Environment and Public Works Committee, as well as with the Department of Health and Human Services, and the Department of Defense. She has received more than a dozen professional awards in government for outstanding service and special achievement.

Dr. Ross holds a B.A. from the State University of New York at Binghamton, a M.P.A from the Maxwell School of Citizenship and Public Affairs at Syracuse University, and a Ph.D. in American Government from Georgetown University.



PROFESSOR MICHAEL RYAN
Georgetown University — McDonough School of Business

Michael P. Ryan (PhD, Michigan) teaches and conducts research at Georgetown University's McDonough School of Business, Walsh School of Foreign Service, and Center for Intercultural Education and Development regarding global geo-political business strategy, international political economy, and comparative institutions. He directs the MSB/SFS executive master of international business and policy social action projects and the Global Executive MBA and Executive MBA global capstone projects. He thereby organizes curriculum-integrative student projects focused on strategy, organization, and international institutions through international field research in collaborations with companies, public institutions, and international nongovernmental organizations in many countries around the world.

He teaches Global Innovation Strategy, a popular SFS global business course cross-listed with the Business School and the Culture, Communication, and Technology Program that studies innovation at multiple levels of analysis, including entrepreneurs and start-ups, imitative and innovative firms, and universities, social networks and public-private partnerships, metropolitan technology innovation clusters, national intellectual property and technology policies, and international trade agreements and diplomacy.

He is completing a series of studies regarding emerging innovation clusters based on field research in Sao Paulo and Delhi, Beijing and Shanghai, and Amman and Kampala. He has lectured and conducted research in Algeria, Argentina, Barbados, Brazil, Bulgaria, Cameroon, Chile, China, Colombia, Croatia,

the Dominican Republic, Egypt, Germany, Japan, Jordan, Kenya, Malaysia, New Zealand, Nigeria, Peru, the Palestinian Territories, the Philippines, the Republic of Korea, Singapore, South Africa, Taiwan, Tanzania, Thailand, Uganda, the United Arab Emirates, and in Geneva.

He served on the faculty of the Michigan Business School, was a guest scholar at the Brookings Institution and a guest lecturer at China University of Law and Political Science, and founded a center regarding emerging economy creative and innovative industries and institutions at the George Washington University Law School. He is a member of the Cosmos Club and manages his son's U13 travel soccer team.



PROFESSOR MICHAEL MCDERMOTT
Georgetown University — McDonough School of Business

Dr. Michael McDermott is a Professor of the Practice in Management at the McDonough School of Business at Georgetown University and is the Associate Academic Director of Georgetown's Master's in Leadership Program. He has practiced as an organization and leadership behavior professional for more than 30 years, and he has extensive consulting experience with companies across many sectors and of varying sizes, ranging from start-ups to multi-national corporations. McDermott served as the chief learning officer and global vice president of organization effectiveness for three Fortune 500 companies: Capital One, AES, and T. Rowe Price. He has published several books and numerous articles on team effectiveness, leadership, change management, and culture. He received a Ph.D. in psychology from the University of Notre Dame.



PROFESSOR DOUGLAS M. MCCABE
Georgetown University — McDonough School of Business

Dr. Douglas M. McCabe is Professor of Management at Georgetown University's School of Business. He is the author of more than 200 articles, papers, monographs, and speeches presented at professional and scholarly meetings in the field of employee relations. He is also an active domestic and international consultant. He is a member of the Academy of Management (Management Consulting Division) as well as a member of the Society for Business Ethics. Additionally, Dr. McCabe currently serves on the Editorial Boards of twelve scholarly and professional journals. Furthermore, Dr. McCabe is a premier Executive Education professor.

He has conducted numerous and a multiplicity of management development programs. These have included programs for multinational and domestic corporations, companies, non-profit organizations, trade and professional associations, and the government.

He has appeared more than 200 times on international, national, and local television and radio and conducted more than 250 management development programs on the area of employee relations. He is a member of the American Arbitration Association and holds a Ph.D. from Cornell University in industrial and labor relations.

Additionally, Dr. McCabe is twice the Recipient of the Joseph F. LeMoine Award for Undergraduate and Graduate Teaching Excellence. He is also Associate Editor for International Management of the *Journal of Business Ethics* and serves on 23 Editorial Boards of scholarly and professional journals. Lastly, Dr. McCabe was the youngest individual ever to receive tenure in the history of the Georgetown University Business School.



PROFESSOR EVA JARAWAN
Georgetown University — Department of International Health

Eva Jarawan is a public health specialist and operations manager with over 35 years of experience in international development, including 25 years at the World Bank. She held several leadership positions at the World Bank, including: Sector Manager for the health program in sub-Saharan Africa, Human Development Manager for health, education and social protection for West Africa; and Lead Health Specialist and Operations Advisor for The Middle East and North Africa and for East Asia and the Pacific regions. She has more than 12 years of experience in the academic field teaching graduate and undergraduate public health and global health students. Prior to the Bank, Dr. Jarawan held academic positions in the department of Health Services Management and Policy at the University of Michigan's (UM) School of Public Health in Ann Arbor, and the department of Health Care at UM's School of Health Sciences in Flint, and at the department of Health Services Administration at the American University of Beirut. Since retiring from the World Bank in December 2014, she was appointed as an Assistant Professor in the Department of International Health at Georgetown University where she teaches Comparative Health Systems, Health Policy, Control of Non-Communicable Diseases in developing countries, and Internship in International Organizations. Dr. Jarawan holds a Ph.D. in Business Administration with a major in Health Administration and a minor in Management, an M.B.A. from Georgia State University, and an M.P.H. from the American University of Beirut.



PROFESSOR ROBERT BIES
Georgetown University — McDonough School of Business

Robert J. Bies (Ph.D., Stanford University) is Professor of Management and Founder of the Executive Master's in Leadership Program at the McDonough School of Business at Georgetown University. In addition, Dr. Bies is a co-author of the book, *Getting Even: The Truth About Workplace Revenge—And How to Stop It*, which was published by Jossey-Bass (www.friendsofgettingeven.com).

Professor Bies's current research focuses on leadership, the delivery of bad news, organizational justice, and revenge and forgiveness in the workplace. He has published extensively on these topics and related issues in academic journals such as *Academy of Management Journal*, *Academy of Management Review*, *Human Relations*, *Journal of Applied Psychology*, *Journal of Business Ethics*, *Journal of Management*, *Journal of Social Issues*, *Organization Science*, and *Organizational Behavior and Human Decision*

Processes, as well as in the prestigious annual series of analytical essays, *Research in Organizational Behavior*. Professor Bies currently serves on the editorial boards of *Journal of Applied Psychology*, *Journal of Organizational Behavior*, *Journal of Management*, *International Journal of Conflict Management*, and *Negotiation and Conflict Management Research*.

Professor Bies has received the Best Teacher award at Northwestern University's Kellogg School of Management. At Georgetown, he has twice received the Joseph LeMoine Award for Undergraduate and Graduate Teaching Excellence at the McDonough School of Business; he received the Outstanding Professor of the International Executive MBA Program at the McDonough School of Business; and he received the Outstanding Professor of the Executive Master's in Leadership Program (2008) at the McDonough School of Business.



PROFESSOR CHARLES SKUBA
Georgetown University — McDonough School of Business

Charles J. Skuba is Senior Associate Dean for Executive Custom Programs and Professor of the Practice in marketing and international business at the McDonough School of Business. In 2015, 2014, 2013, and 2010, Skuba received the Professor of the Year Student Choice award from the McDonough School of Business Academic Council. Skuba specializes in international trade and international marketing strategy.

Prior to coming to Georgetown, he was chief of staff, market access and compliance at the U.S. Department of Commerce, International Trade Administration. Previously, he had a long career in international marketing as a senior executive at Saatchi & Saatchi Advertising and as an international marketing consultant with numerous large global corporations. Earlier, he worked in New York and San Francisco at Dancer Fitzgerald Sample.

Skuba received an MBA in International Business from the George Washington University and a BSFS in International Affairs from Georgetown University School of Foreign Service.



NATIONAL INSTITUTES OF HEALTH

**National Institutes
of Health**

The National Institutes of Health (NIH) is the primary agency of the United States government responsible for biomedical and public health research. It was founded in the late 1870s and is now part of the United States Department of Health and Human Services. The majority of NIH facilities are located in Bethesda, Maryland. The NIH conducts its own scientific research through its Intramural Research Program (IRP) and provides major biomedical research funding to non-NIH research facilities through its Extramural Research Program.

As of 2013, the IRP had 1,200 principal investigators and more than 4,000 postdoctoral fellows in basic, translational, and clinical research, being the largest biomedical research institution in the world, while, as of 2003, the extramural arm provided 28% of biomedical research funding spent annually in the U.S., or about US\$26.4 billion.

The NIH comprises 27 separate institutes and centers of different biomedical disciplines and is responsible for many scientific accomplishments, including the discovery of fluoride to prevent tooth decay, the use of lithium to manage bipolar disorder, and the creation of vaccines against hepatitis, Haemophilus influenzae (HIB), and human papillomavirus (HPV).



U.S. DEPARTMENT OF ENERGY
Office of Project Management

The Office of Project Management (PM) was established as a new DOE element on July 12, 2015 to be the Department of Energy's Enterprise Project Management Organization (EPMO), providing leadership and assistance in developing and implementing DOE-wide policies, procedures, programs, and management systems pertaining to project management, and independently monitors, assesses, and reports on project execution performance. The office validates project performance baselines—scope, cost and schedule—of the Department's largest construction and environmental clean-up projects prior to budget request to Congress—an active project portfolio totaling over \$30 billion. The office also serves as Executive Secretariat for the Department's Energy Systems Acquisition Advisory Board (ESAAB) and the Project Management Risk Committee (PMRC). In these capacities, the Director is accountable to the Deputy Secretary.



PROFESSOR ABE NEWMAN

Georgetown University — Edmund A. Walsh School of Foreign Service

Professor Newman received his BA in International Relations from Stanford University and his PhD in political science from the University of California, Berkeley. He is an associate professor in the Edmund A. Walsh School of Foreign Service and Government Department at Georgetown University. He is the Director of the Mortara Center for International Studies and senior editor at International Studies Quarterly. His research focuses on the ways in which economic interdependence and globalization have transformed international politics. He is the co-author of *Voluntary Disruptions: International soft law, finance, and power* (Oxford University Press: 2018), author of *Protectors of Privacy: Regulating Personal Data in the Global Economy* (Cornell University Press: 2008) and co-editor of *How Revolutionary was the Digital Revolution: National Responses, Market Transitions, and Global Technologies* (Stanford University Press: 2006). His work has appeared in a range of journals including *Comparative Political Studies*, *International Organization*, *Science*, and *World Politics*.



JONATHAN D. BREUL

Georgetown University — McCourt School of Public Policy

Jonathan D. Breul recently retired as the Executive Director of the IBM Center for The Business of Government. Previously, he was Senior Advisor to the Deputy Director for Management in the Office of Management and Budget, Mr. Breul served as OMB's senior career executive with primary responsibility for government-wide general management policies.

He helped develop the President's Management Agenda, was instrumental in establishing the President's Management Council, and led the development and government-wide implementation of the Government Performance and Results Act. In addition to his OMB activities, he helped Senator John Glenn (D-Ohio) launch the Chief Financial Officers Act. He also served for eight years as the U.S. delegate and elected vice chair of the Paris-based Organization for Economic Cooperation and Development's Public Management Committee.

Mr. Breul is an elected Fellow of the National Academy Public Administration and leads the Government Performance Coalition. He holds a Masters of Public Administration from Northeastern University, and a Bachelor of Arts from Colby College.



RANDY L. ROSE

PricewaterhouseCoopers

Randy L. Rose is currently a Director with PricewaterhouseCoopers, LLC. He specializes in Technology and Strategy. He works with federal agency leadership and provides thought leadership and innovations that link strategic initiatives to operational results. During his career, he has worked for a number of other organizations including CSC, Booz Allen Hamilton, Progressive Insurance, the Colorado Rockies Baseball Club and the United States Attorney's Office. He has led numerous programs including the turn-around of a \$205M portfolio with deliverables that spanned the globe. He has served as Managing Director for an Operational Excellence practice where he simultaneously led numerous proposals and multiple client engagements across the country.

Randy has a Doctorate of Jurisprudence and a Masters of Business Administration from Drake University, a Bachelor of Science in Economics from Marquette University and a Certificate of Professional Development from The Wharton School of the University of Pennsylvania. He has a PMP and has been certified as Trusted Advisor trainer. Randy also serves as Adjunct Faculty in Georgetown University's McDonough School of Business Executive Education program.



MIKE MEARS
Leadership Speaker, Consultant and Author

Mike Mears is a leadership speaker and consultant to government and private sector organizations. Along with his CIA operational experience, Mike brought about numerous innovations, and founded and headed the CIA Leadership Academy. He retired as the Agency's Chief of Human Capital.

Prior to joining the CIA, Mike was senior vice president at GE investments where he managed private equity funds, was a turnaround specialist, and a Six Sigma Black Belt. Before that, he launched eleven small business start-ups, and was president of a fast-food company.

Mike served as commander of a nuclear missile site, a general's aide, and as a U.S. Army combat platoon leader in Vietnam where he was decorated for valor. For his exemplary contributions, Mr. Mears received the Kellogg School of Management achievement award, the National Security Agency's highest award from its Directorate of Operations, and the CIA Distinguished Career Intelligence Medal. Mike earned his undergraduate degree at the U.S. Military Academy at West Point and his MBA from Harvard Business School. Mike is the author of *Leadership Elements: A Guide to Building Trust*.

Mike is the author of *Leadership Elements*. Motivational Press will publish his next book on workplace motivation, *Lighting Fireworks*, in 2017. A sought after speaker, he is an acknowledged expert in applied leadership and organizational change and transformation. He combines leadership research with rich, relevant stories and a dash of humor to supply imaginative ways to increase employee satisfaction and organizational performance. In addition to consulting, Mike teaches or lectures on leadership at the National Intelligence University, Georgetown, the University of Salzburg, Notre Dame, and the University of Maryland.



MEDSTAR GEORGETOWN UNIVERSITY HOSPITAL

MedStar Georgetown University Hospital is a not-for-profit, acute-care teaching and research hospital with 609 beds located in Northwest Washington, D.C. Founded in the Jesuit principle of *cura personalis*—caring for the whole person—MedStar Georgetown is committed to offering a variety of innovative diagnostic and treatment options within a trusting and compassionate environment.

MedStar Georgetown's centers of excellence include neurosciences, transplant, cancer and gastroenterology. Along with Magnet® nurses, internationally recognized physicians, advanced research and cutting-edge technologies, MedStar Georgetown's healthcare professionals have a reputation for medical excellence and leadership. MedStar Georgetown University Hospital—Knowledge and Compassion Focused on You.



U.S. DEPARTMENT OF STATE

The United States Department of State (DOS), commonly referred to as the State Department, is the federal executive department that advises the President and conducts international relations. Equivalent to the foreign ministry of other countries, it was established in 1789 as the nation's first executive department. The current Secretary of State is Mike Pompeo, who ascended to the office in April 2018 after Rex Tillerson resigned.

The State Department's duties include implementing the foreign policy of the United States, operating the nation's diplomatic missions abroad, negotiating treaties and agreements with foreign entities, and representing the United States at the United Nations. It is led by the Secretary of State, a member of the Cabinet who is nominated by the President and confirmed by the Senate. In addition to administering the department, the Secretary of State serves as the nation's chief diplomat and representative abroad. The Secretary of State is the first Cabinet official in the order of precedence and in the presidential line of succession, after the Vice President of the United States, Speaker of the House of Representatives, and President pro tempore of the Senate.

The State Department is headquartered in the Harry S Truman Building, a few blocks away from the White House, in the Foggy Bottom neighborhood of Washington, D.C.; "Foggy Bottom" is thus sometimes used as a metonym.



JOSEPH MAPA **York University — Schulich School of Business**

Joseph Mapa is an Adjunct Professor and the Executive Director of the Health Industry Management Program ((MBA specialization) at the Schulich School of Business, York University. He also teaches in the areas of strategic management and corporate leadership in the health care sector.

In 2017, Joseph completed his tenure as a health care executive as Founding President & CEO of Sinai Health System from 2015-2017, after serving as President and CEO of Mount Sinai Hospital from 2001-2014.

Sinai Health System is an integrated health delivery organization formed by an amalgamation of Mount Sinai Hospital (acute care), Bridgepoint Active Healthcare (complexity medicine and rehab), the Lunenfeld - Tanenbaum Research Institute, together with Circle of Care (a homecare provider). Most recently, he also served as Interim CEO of Sinai Health System's fundraising entity, Sinai Health Foundation which encompasses Bridgepoint Foundation and Arthritis Research Foundation.

Joseph is a graduate of the Institute of Health Policy, Management and Evaluation, University of Toronto and he also obtained his MBA from the Rotman School of Management, University of Toronto. He is a Fellow of the Canadian College of Health Leaders, and a Fellow of the American College of Healthcare Executives.

He is Past Chair of the Council of Academic Hospitals of Ontario and Past Co-Chair of Toronto Academic Health Science Network. He also served as Vice Chair of the Canadian College of Health Leaders and completed terms on the Governing Council of the University of Toronto, the Ontario Hospital Association Board, the Board of the Canadian Nurses Association, and the EXTRA Advisory Council of the Canadian Foundation for Healthcare Improvement. He currently serves on the Advisory Board of the Women's Executive Network – Canada's Most Powerful Women; Top 100; Canada's "10 Most Admired Corporate Cultures" Board of Governors; the Advisory Board for MediSeen-a startup

digital platform company facilitating house calls and homecare; and, as an advisor to Herzog Hospital in Jerusalem.

Joseph is the author of numerous articles, and is co-author and/or co-editor of three books focusing on healthcare management- including a publication co-edited with Professor Peggy Leatt (University of North Carolina, Chapel Hill) on effective government relations in the health care industry, with contributions drawn from the public, private and academic communities of Canada and the U.S. He is currently in the process of preparing a co-edited book tentatively entitled “Rethinking Strategy in Health Care”

He has been honored for his leadership and academic contributions including the Chairman’s Award for Distinguished Service by the Canadian College of Health Leaders; a Literary Award from the Society of Graduates in Health Administration; Ontario Regent’s Award from the American College of Healthcare Executives; the Arbor Award in recognition of his contribution and service to the University of Toronto; and the Teaching Excellence Award at the Schulich School of Business. He also received the Canadian College of Health Leaders inaugural national Mentorship Award, and in 2012 he was recognized with a Queen Elizabeth II Diamond Jubilee Medal. Joseph was also recognized in a feature by Financial Post Magazine on “some of the notable graduates from internationally ranked MBA schools in Canada.”



PROFESSOR JOSÉ LUIS GUERRERO-CUSUMANO
Georgetown University — McDonough School of Business

Dr. Guerrero-Cusumano is a member of INFORMS, POMS, ASQ and ASA and he is on the editorial board of *Benchmarking for Quality Management and Technology: An International Journal* and on the editorial team of the *Journal of International Business Study*. He was also the winner of the International Tinker Grant, the Belgian American Foundation Fellowship for Research grant and he is a member of the Minority Committee of the American Statistical Association. He is a founding member of the Multinational Alliance for the Advancement of

Organizational Excellence.

Dr. Guerrero-Cusumano was an examiner for the American National Science Foundation in the areas of “Transformations to Quality Organizations Program,” the “Production and Operations Research Program” and the “Innovation and Organizational Change Program.”

Also, Professor Guerrero-Cusumano served as an examiner for the American National Research Council in the area of Benchmarking and for the Institute of International Education. Internationally, Professor Guerrero-Cusumano is an examiner for the European Foundation for Quality Management.

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