Stephen Young
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Greensboro, NC, 27410
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LinkedIn: https://www.linkedin.com/in/stephenyoungphd
Twitter: @DataForLeaders

EDUCATION:

Florida Institute of Technology, Melbourne, FL
M.S., I/O Psychology, 2011
Ph.D., I/O Psychology, 2013

University of Connecticut, Storrs, CT
B.A., Political Science, cum laude, 2008
B.A., Psychology, cum laude, 2008

HONORS, AWARDS, CERTIFICATIONS:

2017-2018 Top 20 Most Downloaded Paper in *Journal of Occupational and Organizational Psychology*
CCL's Assessment Certification Workshop (ACW), 2016
Journal of Management Development Outstanding Reviewer Award, 2015
CCL's Leadership Fundamentals Program, 2014
The Outstanding Florida Tech Graduate Student in I/O Psychology, 2012
The Florida Tech Representative at SIOP's 26th Annual Lee Hakel Doctoral Consortium, 2012
Top 5 Poster Presentation at IOOB conference in Orlando, FL, 2012
FL Tech e-Learning Facilitator of the Year, 2011
AmeriCorps Member of the Year, 2009

WORK EXPERIENCE:

Center for Creative Leadership
Manager of Leadership Analytics, February 2019 – present
- Leads CCL's experimentation with new analytic approaches and methodologies using internal and external data.
- Manages small team including performance reviews and goal setting.
- Ensures work is communicated throughout CCL and externally in partnership with the Knowledge Transfer function and marketing.
- Collaborates with Commercialization & Innovation function to move initial projects forward in our pipeline.
- Provides Subject Matter Experts (SME) to support client work on an as-needed basis.
- Works with Global Director to manage partnerships and contracts.
- Contributes to both academic journals and trade publications.

Senior Research Scientist, January 2016 – February 2019
- Built and launched a new leadership analytics offering called CCL Fusion that links people data with business data.
- Principal Investigator of CCL's Future of Leader Assessment research effort that investigated three major trends: User-driven feedback tools, virtual coaching tools, and big data and analytics.
- Conducted thought leadership research in the following areas: Employee Engagement, Empathy, Feedback, Leadership Development Evaluation, and Leader Assessment.

- Supported CCL's innovation and product development efforts with a particular focus on using technology to accelerate leader development outcomes.

Design Interactive
Research Associate II, March 2014 – December 2015
- Principal Investigator (PI) Small Business Innovation Research (SBIR) Phase I of video-based annotation tool aimed at improving trainer performance through guided instruction and increased provision of feedback inside & outside the classroom.
- PI SBIR Phase I resulting in development of 8-week mobile, mind fitness training program designed to increase mental, emotional, and physiological fitness using best-in-class exercises without the need for a certified coach.
- Led deployment of game-based aptitude assessment tool within commercial domain.
- Technical lead and first author on validation of a battery of cognitive ability assessments and a team performance validation plan for large federal agency.
- Led development of operational training for new hire X-ray screener.
- Designed and carried out research studies examining effectiveness of various technologies aimed at improving human performance in high-stakes jobs.

K. Parks Consulting, Inc.
Contractor, December 2011 – present
- Designed assessments, attitude surveys, and program evaluations for use within dozens of development programs.
- Analyzed and reported quantitative & qualitative assessment and survey data for government and non-profit organizations.
- Developed sex-based harassment survey for multinational military organization.

Center for Creative Leadership (CCL)
Post-Doctoral Research Fellow, September 2013 – March 2014
- Supported the design and implementation of a new CCL leader development evaluation; involved communicating with directors, managers/supervisors to advise and gain acceptance with evaluation tool.
- Evaluated leadership development programs in both for-profit and non-profit sectors using qualitative and quantitative methods.
- Developed research program around leadership development evaluation.

The Center for Organizational Effectiveness
Senior Consultant, August 2009 – August 2013
- Team leader of junior consultants in the administration, analysis and reporting of survey data to private and non-profit organizations; role included managing team members' work schedules, work activities, assignment, and training activities.
- Co-led the design and development of half day workshop for mid-level/senior leaders on improving employee engagement.
- Designed a training development plan for emotional intelligence for military's Equal Opportunity Adviser.
- Co-led a participant guide for performance management training program for managers.

RESEARCH EXPERIENCE:

Journal Publications and Book Chapters:
- **Young, S.,** & McCauley, C. (in press). User-Driven Feedback Tools for Leader Development. In L. Steelman & J. Williams (Eds.), *Feedback in the Workplace: Bringing Research and Practice Together* (pp. XXX-XXX). XXXX: Springer.

- Clark, M., & Robertson, M., & **Young, S.** "I feel your pain": A Review of the Literature on Empathy in Organizational Behavior (2019). *Journal of Organizational Behavior,* 40, 166-192. *Authors contributed equally to the work.
- Sawyer, K., **Young, S.***, Thoroughgood, C.*, & Parks, K (in press). Does Reducing Male Domination in Teams Attenuate or Intensify the Harmful Effects of Perceived Discrimination on Women's Job Satisfaction? A Test of Competing Hypotheses. *Applied Psychology: An International Review.* *These authors contributed equally to the work.
- **Young, S.**, Richard, E., Moukarzel, R., Steelman, L., & Gentry, W. (2017). How Empathic Concern Helps Leaders in Providing Negative Feedback: A Two-Study Examination. *Journal of Occupational and Organizational Psychology, 90,* 535–558.
- **Young, S.**, & Steelman, L. (2017). Marrying Personality and Job Resources and their Effect on Engagement via Critical Psychological States. *International Journal of Human Resource Management, 28,* 797-824.
- **Young, S.,** & Giumetti, G. (2017). Does Your Intro to Psychology Textbook Lack Sufficient I-O Coverage? SIOP Can Help! *The Industrial-Organizational Psychologist, 55.*
- **Young, S.,** Gentry, W., & Braddy, P. (2016). Holding Leaders Accountable During 360º Feedback. *Industrial and Organizational Psychology: Perspectives on Science and Practice, 9,* 811-813.
- Gentry, W., Clark, M., **Young, S.**, Cullen, K., & Zimmerman, L. (2015). How Displaying Empathic Emotion may Differentially Predict Likelihood of Derailment for Male and Female Leaders in Australia. *Leadership Quarterly, 26,* 641-653.
- **Young, S.**, & Steelman, L. (2014). The Role of Feedback in Supervisor and Workgroup Identification. *Personnel Review, 43,* 228-245.
- Giumetti, G., Fullick, J., **Young, S.**, & DiazGranados, D. (2014). Representation of I-O Psychology in Introductory Psychology Textbooks: An Updated Survey of Textbook Authors. *The Industrial-Organizational Psychologist, 52,* 144-149.

Revise and Resubmit:
- Walsh, J., Richard, E., & **Young, S.** Leader Emotion Management Behavior and Perceived Leader Effectiveness: The Moderating Roles of Gender and Culture.
- **Young, S.**, Steelman, L., Pita, & Gallo, J. Role-Based Engagement: Scale Development and Validation.

Under Review:
- Richard, E., **Young, S.**, & Giumetti, G., Walsh, J. Cyber-aggression: A Scale Validation Study.

In Progress:
- Ellison, L., Steelman, L., & **Young, S.** Maximizing the Impact of 360º Feedback: The Interaction of Environment by Person on Leadership Development Outcomes.
- Feitosa, J., Harmata, R., & **Young, S.** Innovation Climate Profiles in the Workplace: A Latent Profile Analysis Approach.

Conference Presentations and Symposia:
- Clerkin, C., & **Young, S.** (2019). Conducting Research in a Brave New World of Data Privacy and Transparency. Panel Discussion conducted at the Society for Industrial/Organizational Psychology Conference, Washington, D.C.
- Tonidandel, S., Darby, M., **Young, S.**, Gentry, W. (2019). Using Natural Language Processing to Understand Leader Challenges. Poster conducted at the Society for Industrial/Organizational Psychology Conference, Washington, D.C.
- Gentry, W., & **Young, S.** (2019). Current Trends of Leaders Giving and Receiving Feedback in Organizations. In P. Levy & A. Roberts (Chairs), *Feedback Just Ahead: The Future of Feedback is Before Us.* Symposium conducted at the Society for Industrial/Organizational Psychology Conference, Washington, D.C.

- Pita, M., Drescher, A., Horn, Z., Sandell, K., Sircar, K., Yanovsky, B., **Young, S.** (2019). Tales of Betrayal II: Insights from I/O Professionals with Non-Traditional Careers. Panel Session conducted at the Society for Industrial/Organizational Psychology Conference, Washington, D.C.
- Richard, E., Walsh, J., Giumetti, G., & **Young, S.** (2019). Cyberaggression: Unique Effects on Rumination, Emotion and Counterproductive Work Behavior. In J. Walker (Chair), *Advancing the Literature on Workplace Mistreatment: Why They Do It and Why It Hurts.* Symposium conducted at the at the Society for Industrial/Organizational Psychology Conference, Washington, D.C.
- Toomey, E., O'Malley, A., & **Young, S.** (2019). The I-O's Ethical Role in Algorithm-Driven Decision Making. Community of Interest conducted at the Society for Industrial/Organizational Psychology Conference, Washington, D.C.
- Thoroughgood, C., **Young, S.,** & Parks, K. (2018). Does Diversity Help or Harm the "Diverse"? Gender Dissimilarity as a Cross-Level Moderator of Relations between Perceived Gender Discrimination and Job Satisfaction. In K. Sawyer, & J. Clair (Chairs), *Supporting Organizations that Intend to "Do Good": Qualitative and Quantitative Insights*. Symposium conducted at the meeting of the Academy of Management, Chicago, Illinois.
- **Young, S**. (2018). *Piloting a Use-Driven Feedback Tool with Waggl.* In S. Young, & C. McCauley (Chairs), *User-Driven Leader Feedback Tools.* Panel Discussion conducted at the Society for Industrial/Organizational Psychology Conference, Chicago, Illinois.
- **Young, S.,** & McCauley, C. (2018). *User-Driven Leader Feedback Tools.* Panel Discussion conducted at the Society for Industrial/Organizational Psychology Conference, Chicago, Illinois.
- **Young, S.,** & Wiita, N. (2017). *Science-Practice Exchange: Ready or Not… Technology's Implications for Leadership Development.* Symposium conducted at the Society for Industrial/Organizational Psychology Conference, Orlando, Florida.
- **Young, S.,** Braddy, P., Champion, H., & Raper, M. (2017). *A Multilevel Model of Leadership Development Outcomes.* Poster presented at the meeting of the Society for Industrial/Organizational Psychology, Orlando, FL.
- O'Malley, A., & **Young, S.** (2017). *Science-Practice Exchange: Using Positive Psychology to Enhance Negative Feedback Interventions.* Symposium conducted at the Society for Industrial/Organizational Psychology Conference, Orlando, Florida.
- **Young, S.,** Richard, E., Moukarzel, R., Steelman, L., & Gentry, W. (2017). How Empathic Concern Helps Leaders in Providing Negative Feedback. In A. O'Malley & S. Young (Chairs), *Science-Practice Exchange: Using Positive Psychology to Enhance Negative Feedback Interventions.* Symposium conducted at the meeting of the Society for Industrial/Organizational Psychology, Orlando, FL.
- Tonidandel, S., Jennings, R., Zhu, E., Gentry, W., & **Young, S.** (2017). Using Artificial Neural Networks to Predict Leadership Effectiveness. Poster presented at the meeting of the Society for Industrial/Organizational Psychology, Orlando, FL.
- Campbell, G., Baker, E., & **Young, S.** (2016). *The Evaluate, Educate, Exercise Approach to Stress Education (E^{3}ASE).* Poster presented at the meeting of the National Defense Industry Association's Human Systems Conference, Springfield, VA.
- **Young, S**., Giumetti, G., & Duff, S. (2015). *Improving Mental Energy Starts with Measuring It.* Poster presented at the meeting of the World Congress on Positive Psychology. Orlando, FL.
- Richard, E., Gacey, H., **Young, S**., Matos-Lopez, X. (2015). *A Qualitative Study of Work-related Cyberaggression.* Poster presented at the meeting of the Society for Industrial/Organizational Psychology, Philadelphia, PA.
- Lanier, R., Duff, S., Flint, J., Nguyen, N., **Young, S**., & Kudrick, B. (2014). *Aptitude Testing for Selection, Specialization, and Training, of Airport Security X-ray Imaging Operators.* Symposium conducted at the International Symposium on Resilient Cognitive Systems, Denver, CO.
- **Young, S**., Moukarzel, R., Steelman, L., Richard, E., & Gallo, J. (2013). *Increasing Positive Emotions Following Negative Feedback: How Empathy Can Help.* Poster presented at the meeting of the Society for Industrial/Organizational Psychology, Houston, TX.

- Moukarzel, R., **Young, S**., Monnot, M., Steelman, L (2013). *Trust-in-Supervisor: The Relationship Driving Feedback Behaviors*. Poster presented at the meeting of the Society for Industrial/Organizational Psychology, Houston, TX.
- **Young, S**. & Steelman, L. (2013). *A Multifoci Approach to Engagement: Integrating Science and Practice.* Symposium conducted at the Society for Industrial/Organizational Psychology Conference, Houston, Texas.
- **Young, S**., Pita, M., Sudduth, M., Moukarzel, R., & Steelman, L. (2013). Going with the Flow: The Role of Personality in Engagement. In S. Young & L. Steelman (Chairs), *A multi-foci Approach to Engagement: Integrating Science and Practice.* Symposium conducted at the meeting of the Society for Industrial/Organizational Psychology, Houston, TX.
- **Young, S**., Steelman, L., Trane, S., Pita, M., Lockamy, C., & Sudduth, M. (2012). *Reconceptualizing Engagement: A Multifoci Approach*. Poster presented at the meeting of the Society for Industrial/Organizational Psychology, San Diego, CA.
- **Young, S**., Pita, M., White, J., Hickman, A., & Richard, E. (2012). *%&$#?@!: A Model of Cyber-aggression in Email.* Poster presented at the meeting of Industrial Organizational/Organizational Behavior (IOOB), Orlando, FL.
- **Young, S**., Swody, C., & Rumery, S. (2009). *Predicting Leaders' Satisfaction with 360- degree Feedback Sessions*. Poster session presented at the meeting of the Society for Industrial/Organizational Psychology, New Orleans, LA.

Technical Reports and White Papers:
- **Young, S.,** Champion, H., Stawiski, S., Smith, M., & Mondore, S. (2018). Using Predictive Analytics to Drive More Effective Leadership Actions. Greensboro, NC: Center for Creative Leadership. Retrieved from: https://www.ccl.org/articles/white-papers/using-predictive-analytics-for-leadership-development/.
- **Young, S.,** Downs, H., McCauley, C., Downing, K., & Press, J. (2018). Give Your Leaders A Developmental Edge: The Power of Digitally Enabled Assessments. Greensboro, NC: Center for Creative Leadership. Retrieved from: https://www.ccl.org/articles/white-papers/give-leaders-developmental-edge/.
- **Young, S.,** Glazer, J., & Siver, S. (2018). Problem Employees: Identify and Manage Them Before They Impact Your Business and Career. Greensboro, NC: Center for Creative Leadership. Retrieved from: https://www.ccl.org/articles/white-papers/problem-employees-identify-manage-impact-business-career/.
- **Young, S.,** & Smith, M. (2017). Improving Employee Engagement: The E4 Solution for Leaders. Greensboro, NC: Center for Creative Leadership. Retrieved from: https://www.ccl.org/articles/white-papers/improving-employee-engagement-e4-solution-leaders/.
- Gentry, W., & **Young, S.** (2017). Busting Myths about Feedback: What Leaders Should Know. Greensboro, NC: Center for Creative Leadership. Retrieved from: https://www.ccl.org/articles/white-papers/busting-myths-feedback-leaders-know/.
- **Young, S.,** Champion, H., Raper, M., & Braddy, P. (2017). Adding More Fuel to the Fire: How Bosses Can Make or Break Leadership Development Efforts. Greensboro, NC: Center for Creative Leadership. Retrieved from: https://www.ccl.org/articles/white-papers/bosses-can-break-leadership-development/.
- **Young, S**., Sinagra, M., Campbell, G., & Lackey, S. (2016). Evaluate, Educate, Exercise Approach to Stress Education (E^3ASE). (ONR contract No. N00014-15-P-1136).
- Flint, J., **Young, S.,** Lanier, R., Bolstad, C., & Hale, K. (2015). EP Screener Training Evaluation Test Plan (DHS contract No. HSHQDC-15-C-B0001).
- Flint, J., Del Giudice, K., Lanier, R., **Young, S**., Bolstad, C., & Hale, K. (2015). ScreenADAPT Phase III Final Report (DHS contract No. HSHQDC-14-C-0006).
- **Young, S**., Flint, J., Lanier, R., Nguyen, N., & Hale, K. (2014). X-ray Imaging Aptitude Testing (X-Apt; DHS contract No. HSHQDC-10-C-00213).

- **Young, S**., Del Giudice, K., Flint, J., Hale, K. (2014). Test and Evaluation Plan: Evaluating the Team-Based Approach to Risk-Based Security (RBS) Checkpoint Screening (DHS contract No. HSHQDC-10-C-00213).

Popular Media Articles
- **Young, S.,** & Jeong, S. (2019). Harnessing the power of predictive analytics. *Training Magazine.* Retrieved from: https://trainingmag.com/trgmag-article/measuring-leadership-development/.
- Glazer, J., & **Young, S.** (2018). How to manage problem employees. *Talent Economy.* Retrieved from: https://www.clomedia.com/2018/09/05/how-to-manage-problem-employees/
- **Young, S.,** & Glazer, J. (2018). Best practices for confronting problem people on your team. *Chief Executive.* Retrieved from: https://chiefexecutive.net/best-practices-for-confronting-problem-people-on-your-team/.
- Anand, M., **Young, S.,** & Smith, M. (2018). How best can managers engage employees and drive performance. *Indian Management.*
- **Young, S.**, & Smith, M. (2018). Engineering a Solution to Lackluster Employee Engagement. *Training Magazine.* Retrieved from: https://trainingmag.com/engineering-solution-lackluster-employee-engagement/.
- Downs, H., **Young, S**., Clerkin, C., Ruderman, M.N., Frear, K., Hoole, E., Dellaert, M., Karpov, A., & Bell, C. (2018). Leaders in the Digital Age (What Technology Can Give to Leaders). *SberKnowledge.* Retrieved from: http://sberknowledge11.sberbank-university.ru/
- **Young, S.** (2017). The Truth about Negative Feedback. *Talent Economy.* Retrieved from: http://www.talenteconomy.io/2017/10/12/negative-feedback/.
- **Young, S.,** Braddy, P., & Fleenor, J. (2016). The Impact of New Technology on the Leadership Development Industry. *Training Industry Magazine.* Retrieved from: https://trainingindustry.com/magazine/nov-dec-2016/the-impact-of-new-technology-on-the-leadership-development-industry/.
- **Young, S**., & Duff, S., & Stanney, K. (2016). You Can't Manage It If You Don't Measure It! Improving Energy Management by Focusing on Mental Energy. *Nurse Leader, 14,* 139-141.
- **Young, S**., & Gallo, J. (2016). Let the Games Begin! Using Video Games in the Workplace? *HR Florida Review.* Retrieved from: https://www.hrfloridareview.org/magazine/magazine-archives/item/507-let-the-games-begin.
- **Young, S**., & Pita, M. (2011). Creating an Engaged Workforce: Measuring and Engaging Employees at Work. *Space Coast Business.* Retrieved from: http://www.spacecoastbusiness.com/creating-an-engaged-workplace/.

Blogs
- **Young, S.,** Saboe, K. (2017). How Veterans Outscore Their Counterparts on Leadership. *Leading Effectively Blog.* Retrieved from: https://www.ccl.org/blog/veterans-outscore-civilian-leaders/.
- **Young, S.,** & Downs, H. (2017). Building a Faster Assessment Tool: How You Can Help. *Leading Effectively Blog.* Retrieved from: https://www.ccl.org/blog/faster-assessment-tool/.
- **Young, S.,** & Gentry, W. (2017). How Are Leaders in 6 Major Industries Similar, and Why Do We Care? *Leading Effectively Blog.* Retrieved from: https://www.ccl.org/blog/industry-trend-report-final/.
- **Young, S.,** Gentry, W., & Bendixen, S. (2017). New Reports Capture the Leadership Challenges of 6 Major Industries. *Leading Effectively Blog.* Retrieved from: https://www.ccl.org/blog/new-reports-capture-leadership-challenges-6-major-industries/.
- Gentry, W., & **Young, S.** (2016). 4 Areas Where New & Frontline Leaders Can Be More Engaging. *Leading Effectively Blog.* Retrieved from: https://www.ccl.org/blog/4-areas-new-frontline-leaders-can-engaging/.

- **Young, S.,** Gentry, W., & Bendixen, S. (2016). How Are 25,000 Leaders Similar, and Why Do We Care? *Leading Effectively Blog*. Retrieved from: https://www.ccl.org/blog/25000-leaders-similar-care/.
- **Young, S.** (2016). Where Do We Go From Here? Keeping Up With the Joneses! *Leading Effectively Blog.* Retrieved from http://insights.ccl.org/blog/future-assessment-12-go/.
- **Young, S.** (2016). Future of Assessment #7: Big Data & Analytics. *Leading Effectively Blog.* Retrieved from http://insights.ccl.org/blog/future-assessment-7-big-data-analytics/.
- **Young, S.** (2016). Future of Assessment #3: Wearables. *Leading Effectively Blog.* Retrieved from http://insights.ccl.org/blog/future-assessment-3-wearables/.
- **Young, S.,** Gentry, W., & Bendixen, S. (2016). New Global Reports Capture the Challenges of 25,000 Leaders. *Leading Effectively Blog.* Retrieved from http://insights.ccl.org/blog/new-global-reports-capture-challenges-25000-leaders/.
- **Young, S.** (2014). Making Effective Leadership Catch On. *Leading Effectively Blog.* Retrieved from https://www.ccl.org/blog/making-effective-leadership-catch-on/.

Invited Talks, Webinars, Workshops
- **Young, S.**, Downs, H., & Downing, K. (2019). How to Leverage New Digital Leader Assessments Tools. Invited talk at People Matters, webinar. Retrieved from: https://www.peoplematters.in/webcast/watch-ccl-webcast-series-2.
- **Young, S.** (2019). Data Analytics in Leadership Development. Invited Talk at the NC Industrial/Organizational Psychology Meeting, Greensboro, NC.
- King, S., Abrams, J., Hallenbeck, G., **Young, S.** (2018). The Future Workplace – Collaborate. Innovate. Automate. Facilitated Workshop at Women in Cable Telecommunications: 2018 Betsy Magness Graduate Institute (BMGI), Philadelphia, PA.
- **Young, S.** (2018). Future Fluency Breakfast: Learn to Lead Smarter Using Data. Invited Talk at Museum of History and Industry, Seattle, WA.
- **Young, S.** (2018). Creating a More Human Workplace: The Role of Diversity and Inclusion. Invited Panelist at the 1st Annual Leader Retreat Harvest, Napa Valley, CA.
- **Young, S.**, Champion, H., & Mondore, S. (2018). Using Predictive Analytics to Turn Data Into Leadership Action. Invited talk at the CCL Future Fluency Series, webinar. Retrieved from: https://www.ccl.org/webinars/using-predictive-analytics-to-turn-data-into-leadership-action/.
- **Young, S.** (2018). What is Leader Assessment for Development in the Digital Age? Invited talk at the 100th Silver Bay Leadership Forum, Silver Bay, NY.
- **Young, S.,** & Fleenor, J. (2018). Reflections from SIOP: What We've Learned about AI and Leader Analytics. Invited talk at Center for Creative Leadership, GSO Campus.
- Raper, M., **Young, S.,** Martineau, J. (2018). Leadership Bench: U.S. Army, U.S. Airforce, U.S. Civilian: A report on "Leading from the Middle." Invited talk at the U.S. Department of Defense Researcher Forum, webinar.
- **Young, S.,** & Downing, K. (2017). What is Leader Assessment in the Digital Age? Invited talk at Center for Creative Leadership, GSO Campus.
- **Young, S.** (2017). What is Leader Assessment in the Digital Age? Invited Talk at CLO peer learning group, Louisville, KY.
- **Young, S.** (2017). Meridian Health: Managing A Multigenerational Workforce. Facilitated Workshop at Meridian Health Leadership Retreat, Eatontown, NJ.
- **Young, S.** (2017). Waggl Pilot Results: A Future of Leader Assessment Project. Invited talk at Center for Creative Leadership, GSO Campus.
- **Young, S.**, Gentry, W., & Braddy, P. (2016). CCL and its Research Databases. Invited talk at University of North Carolina-Greensboro.
- **Young, S.**, & Johnston, M. (2015). Re-energize Your Wellness Program with Science. Invited talk at HR Florida Conference & Expo*.*
- **Young, S**. (2014). Maximizing the ROI on Emotional Intelligence Training: How You Assess it Matters! Invited talk at the Greater Orlando Organizational Development Network.

Media Mentions

- **Young, S**., Richard, E., Moukarzel, R., Steelman, L., & Gentry, W. (2019). What Entrepreneurship and Parenthood Taught Me About Empathy. Published in Entrepreneur. https://www.entrepreneur.com/article/330185.
- **Young, S**., Glazer, J. (2018). 5 Practices to Help Problem Employees Clean Up Their Act. Published in ATD Magazine. https://www.td.org/magazines/td-magazine/5-practices-to-help-problem-employees-clean-up-their-act.
- Gentry, W., Clark, M., **Young, S.,** Cullen, K., & Zimmerman, L. (2018). How Men Get Penalized for Straying from Masculine Norms by David Mayer. Published in Harvard Business Review. https://hbr.org/2018/10/how-men-get-penalized-for-straying-from-masculine-norms.
- **Young, S.** & Glazer, J. (2018). Problem Employees: Identify and Manage Them Before They Impact Your Business and Career by Ruth Umoh. Published in CNBC.com. https://www.cnbc.com/2018/06/08/11-behaviors-of-a-problem-employee.html.
- **Young, S.** (2018). Big Data by Patty Gaul. Published in ATD Magazine. https://www.td.org/magazines/td-magazine/big-data.
- Gentry, W., & **Young, S.** (2017). Tell Them What's on Your Mind by Patty Gaul. Published in ATD Magazine. https://www.td.org/magazines/td-magazine/tell-them-whats-on-your-mind.
- Gentry, W., Clark, M., **Young, S.,** Cullen, K., & Zimmerman, L. (2016). Empathy: is it only a woman's domain by James Adonis. Published in Sydney Morning Herald. https://www.smh.com.au/business/small-business/empathy-is-it-only-a-womans-domain-20160804-gqksaf.html.
- **Young, S.** (2017). Nurses are burnt out. Here's how hospitals can help by Les Masterson. Published in Healthcare Dive. https://www.healthcaredive.com/news/nurses-are-burnt-out-heres-how-hospitals-can-help/442640/.
- **Young, S.**, Gentry, W., & Bendixen, S. (2017). Bench Strength of Leadership in Healthcare by Ryann Ellis. Published in ATD Blog. https://www.td.org/insights/bench-strength-of-leadership-in-healthcare.
- **Young, S.**, Gentry, W., & Bendixen, S. (2017). How Prepared Are Public Managers for Success by Ryann Ellis. Published in ATD Blog. https://www.td.org/insights/how-prepared-are-public-managers-for-success.

HIGHER EDUCATION FACULTY APPOINTMENTS:

The Chicago School of Professional Psychology
Adjunct Faculty, March 2015 – present

Eastern Florida State College
Adjunct Faculty, August 2011 – March 2015

Florida Institute of Technology
Adjunct Faculty, August 2014 – December 2014

Florida Institute of Technology
Research Methods Lab Instructor, January 2013 – May 2013

SERVICE TO THE PROFESSION:

Editorial Board

- *The Industrial-Organizational Psychologist (TIP),* May 2010 – April 2013

Ad-hoc reviewer
  Academic Journals (4)

- *Journal of Managerial Psychology,* February 2014 – present
- *Journal of Management Development,* June 2014 – present
- *Personnel Review,* February 2015 – present
- *International Journal of Human Resource Management,* May 2015 – present

Conferences
- *Society for Industrial/Organizational Psychology,* October 2012 - present

Boards and Committees
- **Society for Industrial/Organizational Psychology**
  Education and Training Sub-Committee Chair, July 2013 – July 2016
- **Greater Orlando Organizational Development (GOOD) Network**
  Vice President, Programming Committee, October 2015 – December 2016
  Programming Committee Member, June 2014 – October 2015

Dissertation Committee Member
- *James Gallo, Florida Institute of Technology, 2016*
- *Leah Ellison, Florida Institute of Technology, 2017*

SERVICE TO THE COMMUNITY

YWCA
Board Member, December 2017 – present
HR/Governance Committee Volunteer, June 2016 – present
- Designed performance appraisal process for CEO.
- Facilitated delivery of 360-degree assessment for CEO.

Brevard Neighborhood Development Coalition
Board Member, August 2012 – January 2015
- Consulted on the design of performance appraisal instruments for two management positions.
- Supervised student groups in the production of job analyses for two management positions.
- Introduced organization to evaluation, managed the design of evaluation logic model, and provided guidance on building and supporting data collection processes.
- Provided data analysis and reporting for community needs assessment survey.
- Assessed current and past volunteer engagement in order to improve volunteer retention and recruitment.

AmeriCorps National Civilian Community Corps, *Southwestern United States*
Corps Member, October 2008 - July 2009
- Worked on various community service projects including disaster relief with FEMA, Volunteer Income Tax Preparation with the United Way (VITA), apartment restoration with Habitat for Humanity, and home restoration with United Methodist Disaster Relief.
- Twice led, developed and hosted "Day of Service" in which several hundred local volunteers were leveraged to complete a community service project.

ORGANIZATIONAL AFFILIATIONS:

Society for Industrial/Organizational Psychology (SIOP)
Pi Sigma Alpha – Political Science Honor Society
Psi Chi – Psychology Honor Society