

# The IO Infoline: Fall 2017



## A Message from Your Program Coordinator: Eric Marcus, Ph.D.

I would like to take this opportunity to welcome our newest members to the MAIOP program, and to welcome back our returning students. I have had the opportunity to meet some of you and look forward to meeting even more of you as the second half of this semester unfolds. Please take the opportunity to stop by



my office in Harugari, 310, or give a call (x1242), or make an appointment.

Over the summer, Lauren Riley has worked on matching returning students with new students and we hope this informal mentorship program is

providing a useful source of connection and support for all who are participating. Patrick McBrearty has taken over primary duties as the Graduate Assistant for the MAIOP Program. He is usually in his office in Harugari 207 on (Monday 8am-3pm), (Tuesday 1pm-5pm), (Wednesday 4pm-6pm), and (Thursday 8am-3pm).

In this issue you will find the schedule of courses offered through our program this Spring. In addition, we also included some electives offered through the Management Department in the College of Business. I want to remind the newest members of our community that that you should be taking mostly required courses this spring. For full time students, if you are taking three courses this semester, you should register for four (4) courses for spring. If you need advisement, please do not hesitate to contact me or another I/O faculty member to set up a time to meet. We are here to assist in this.

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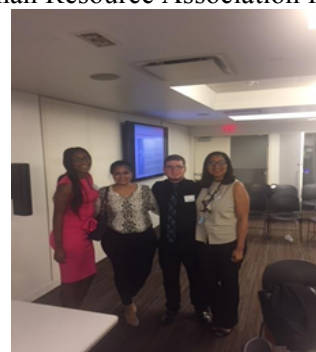
Developed & Written by Patrick B. McBrearty

## Develop Your Network

Opportunities abound to develop your professional network by attending monthly meetings of local chapters of SHRM, HRACC (Human Resource Association for Central CT), ATD (Association for Talent Development), (ATDSCC), ODNNY, Metro, and others. Patrick keeps the

Google calendar current with the dates of upcoming meetings and events. It will only help as you think about internships or professional opportunities after graduation. If you have any questions about

these organizations, there are websites listed in one of the enclosures from your folder received at our orientation back in August. Any I/O faculty member can also answer your questions about these different organizations and others. I look forward to seeing you at different formal



MAIOP goes to METRO to hear Michael Beer from Harvard Business School talk about the great training robbery. Oct 11, 2017

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and informal events on campus and off, throughout the semester. Stayed tuned for an informal mixer towards the end of the semester!

### Advice from 2<sup>nd</sup> Year Students

“Form strong relationships with all of the professors, both educationally and professionally. They are eager to help and give advice whether it’s in regard to the classroom or your first job offer. Each professor helped me gain the skills and knowledge I need to be successful in the field of Human Resources.”

**-Lauren Riley**

“You will become more knowledgeable just being in MAIOP. You will learn about the field of I/O Psychology and will hone the base skills and vocabulary to enter a competitive workforce. AND there is another opportunity; a chance to learn about yourself. There is a plethora of directions post-graduation you can go. In order to pick a good path for you, you need to know your skills, interests, and future aspirations. So... who are you?”

**-Chris Speicher**

I would like to stress the importance of building a network. Networking can be a great way to open doors to opportunities that may have never been on your radar. I know some people are a bit deterred by the idea of networking, but it doesn’t have to be an uncomfortable experience. Simply treating your peers with respect and taking the time to value them as colleagues is a great way to start building a network.”

**-Nicholas W. Bunker**



### 2017 Trends in Human Resources

1. **Continuing Evolution of HR Analytics**
2. **Continued Growth of Flexible Schedules**
3. **Increased Use of Benefits for Retention**
4. **Increased Communication of Mission and Culture**
5. **Better Education About Total Rewards**
6. **More Transparent Communication**
7. **Increased Investment in Development**

(<https://hiring.monster.com/hr/hr-best-practices/workforce-management/improving-employee-relations/2017-hr-trends>.)

## Alumni Spotlight: Jonathan Gale

### Current Employment

Since I graduated from the MAIOP at the University of New Haven, I have been working full-time for Stanley Black & Decker (SBD). I am nearing the end of my 2nd rotation in the Stanley Black & Decker Leadership Development program. When I began in January of 2015, I was working on the Corporate HR team. I have been able to gain experience in just about every area of HR. In December of 2016, I rotated into one of our business units, Stanley Access Technologies (SAT). SAT is the industry leader in the manufacturing,



installation & servicing of automatic doors. Next time you walk through a sliding door in Home Depot, Lowes, CVS, etc – there's a good chance that it's one of our doors. My experience moving from the Corporate office into a manufacturing facility has been one of the most challenging and

rewarding experiences. As a majority of our workforce is either technicians who are installing the doors or assembly employees building our doors, there are a lot of unique experiences I have been able to be a part of.

### Previous Internships

I wasn't focused on my professional career until graduate school. My first internship during my time in the graduate program was at Leadership Research Institute. LRI is a global consulting firm, where their primary focus is on employee survey results. I was an analyst responsible for analyzing and identifying trends and themes of employee survey results and creating PowerPoint presentations summarizing our findings.

It was during this internship that I could utilize my attention to detail and dedication to meeting deadlines. While the hours were sometimes very demanding, it was great experience and gave me a more realistic understanding of what the time commitments of working in the real world was. My 2nd internship was with Stanley Black & Decker – which I mentioned my experience in the above question. Because I was working 3 days a week minimum at times, I could be involved in a considerable amount of high level responsibilities.



### Involvement in MAIOP

I had the opportunity to be the Director of IT for University of New Haven SHRM. Being a part of UNH SHRM was a great way of networking and being able to understand more about how a business operates. I not only had to run our UNH SHRM pages, but I also had to remember to pay for the domain names, etc. Get involved! Being involved with clubs, etc. certainly pays off, you can put it on your resume and make yourself stand out against your peers. I also worked as a Graduate Assistant for both Stuart Sidle and Gordon Simerson in the Associate Provosts office. Get involved! Being involved with clubs, etc. certainly pays off, you can put it on your resume and make yourself stand out against your peers. I also worked as a Graduate Assistant for both Stuart Sidle and Gordon Simerson in the Associate Provosts office. This was a great opportunity for me to hone in on my PowerPoint skills, email etiquette, etc.

### Favorite UNH Course

I'd have to give the grand prize to Michael Morris' Organizational Behavior class. It was one of the most challenging classes of my educational career. What I took away from the class is that there is so many factors that are in play when you are in the workplace, so you have to analyze everything. You need to be able to turn on your critical thinking skills in the workplace, and I think that his class prepared me for that.

### Advice for students

Stay Humble & Keep It Real – Realize that many of you will have the opportunity to work for some of the world's best companies, but don't let it get to your head.

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If you are arrogant in the workplace and think that no one notices your behavior, you're sorely mistaken. Understand how lucky you are to be able to contribute to their organization and that there is a fine line between knowing your worth and flaunting it. If you aren't focused on your relationships in the workplace, you won't get very far. There are 7+ million people in the world, you can be sure that there are at least a few individuals can do what you do with a better attitude.

**Be Patient** – When I worked on the Corporate HR team, there was a phrase that our VP of HR used to say, “Trust the System”. As many of us are just starting our professional careers, it is sometimes hard to understand all the complexities that come with being part of a very large organization. What she means by “Trust the System”, is that hard work pays off but it may not come at the pace that you believe it should happen. SBD is rated #17 as far as best companies for leaders, because of how much internal movement and promotion opportunities occur. It is great to know that I work for a company that understands the talent they have and develops them. Whether you know it or not, conversations are occurring behind the scenes about what next potential job assignments might be suitable for you. Be patient and understand things don't happen overnight.

#### Important Dates:

- Fall Break: October 22nd -24th
- Spring Class Registration: October 30th
- Graduation Application Deadline-May Graduates: November 17th
- Thanksgiving Break: November 22nd - 26th
- Mandatory Internship Workshop for 1st year students: January 24, 2018 4:30pm
- Spring Semester Starts: Wednesday, January 17<sup>th</sup>

### Professional Associations & Events



SOCIETY for  
INDUSTRIAL and  
ORGANIZATIONAL  
PSYCHOLOGY



- **HRACC Events:** October 17<sup>th</sup> & 26<sup>th</sup>
- **SIOP Conference 2018:** (Chicago) April 19<sup>th</sup>-21<sup>st</sup>
- **SHRM (UNH Chapter):** Hosting Internship Meeting October 22<sup>nd</sup>
- **ATD SCC:** Event October 16<sup>th</sup>
- **Link to professional events calendar:**  
[https://calendar.google.com/calendar/b/1/render?tab=oc&pli=1#main\\_7](https://calendar.google.com/calendar/b/1/render?tab=oc&pli=1#main_7)

**If anyone needs a ride to a professional event please feel free to reach out to Dr. Marcus or Patrick McBrearty.**



**FALL 2017 OFFICE HOURS FOR I/O PSYCHOLOGY FACULTY**

NAME	OFFICE AND PHONE	OFFICE HOURS
DR. AMY NICOLE BAKER	Harugari Hall, Rm. 212, (203) 932-7381	M/W/Thurs 3:05 – 5:20pm, and by appointment
Al BHATT, Faculty	Harugari Hall Rm. 231	Please use this site to schedule time to meet with Instr. Bhatt <a href="https://calendly.com/albhatt">https://calendly.com/albhatt</a>
DR. TARA L'HEUREUX	Harugari Hall, Rm. 225 (203) 932-7341	Mon. 3:30pm – 5:00pm-H225, Wed. 12:30 -1:30pm – Orange Campus Thurs. 3:00pm – 4:30pm-H225
DR. ERIC MARCUS	Harugari Hall, Rm 310 (203) 932-1242	Tues 2:00-5:00pm, Wed 1:00 – 3:00pm and Thurs 2:00-4:00pm
DR. MAURICE CAYER	Orange Campus, Rm N145 479-4134	Tues. 1:00-3:00pm in Orange, Thurs. Maxcy Hall 3:30-5:30pm Orange on Fridays & Harugari Hall on Sat. 7:30am-8:30am & 3:00pm-4:00.
DR. LEONARD WYSOCKI	Orange Campus, Rm. N127 479-4825	Mon, Wed., Thurs., by appointment on Main Campus or Orange Campus

**SPRING 2018 GRADUATE REGISTRATION SCHEDULE**

Friday, October 6, 2017: Spring 2018 course schedule appears on Banner Self Service.

Monday, October 30, 2017: Registration Opens for Graduate Students

Wednesday, January 24, 2018: Spring 2018 Add/drop Deadline for Full Term and Mini Term 1 Courses

Wednesday, March 21, 2018: Spring 2018 Add/drop Deadline for Mini Term 2 Courses

## SIOP 2017: Hamsa Suresh

This past April, I had the opportunity to join in the Annual SIOP Conference. I was nominated to attend the Master's Consortium prior to the start of the 3-day conference. The Master's Consortium is a full day developmental program designed for second-year Master's students in I-O Psychology, involving exclusive insights and perspectives by experts on the opportunities and challenges faced by I-O practitioners today and how early career professionals may approach those. I arrived in Orlando a night before the consortium and attended the pre-consortium social meet and greet, where I had the opportunity to network with smart, interesting Master's level I-O students from



universities across the country, as well as mingle with the scheduled speakers. Our first session "Welcome to the Real

World" - led by a Hiring Innovation I-O Practitioner at Google.

We had a chance to learn about Google's hiring practices, selection initiatives and we also deep dived into mini case studies/scenarios pertinent to internal consulting, stakeholder and I-O project management - followed by group discussions on best ways to approach those scenarios in the real world. Next, we had a session on ROI (Return on Investment) in the I-O/Talent world, led by a senior strategy professional at Accenture Strategy. This session was tremendously informative and focused on the importance of value creation, how to create value to clients, as well as an overview into strategy models relative to organizational design, change management, training, etc. This was followed by a session on strategies for developing business and financial

acumen led by a Diversity & Inclusion Consultant. The latter part of the consortium involved a job search/interviewing panel, where we had the chance to interact with all speakers around I-O job search advice experiences and tips; this was followed by lightening round breakouts to discuss in smaller groups as the speakers rotated the groups in a round robin format. Finally, the consortium ended with "Oh the Places You'll Go" led by a Leadership & Organization Development Consultant, and consisted of developing our career trajectories and applying the concept of design-thinking to career pathing; we received a recommendation to read the book "Designing Your Life", written by Bill Burnett & Dave Evans.

Following the Master's Consortium, I attended various panel discussions, poster sessions, symposia and networking receptions of companies like Amazon, APT, etc., as well as general and international receptions, for the 3-day conference. This conference theme had a future-focused theme to it, and I participated in sessions around automation of selection processes, future of I-O, Application of Machine Learning, Gamification, team performance in long-duration teams/space explorers, leveraging design-thinking to drive innovation, etc. Overall, it was a memorable conference, and the connections I formed during the Master's Consortium as well as the general conference have been invaluable.



**IO PACT at Yarde Metals!**

## Work-life Balance in MAIOP

**MAIOP Welcome Party! September 15<sup>th</sup>, 2017**



**Alumni Panel Dinner! March 31, 2017**



**SHRM Event at German Club! September 8<sup>th</sup> 2017**





## Internships That Lead to Jobs!

### Jenny Knapp M.A., Lockheed Martin

“I had the opportunity to complete my internship for the I.O. Psychology program at Sikorsky Aircraft, a Lockheed Martin Company. Upon completing the program, I accepted a permanent position and have enjoyed the chance to both expand my knowledge and learn more in the field of Human Resources.

A unique experience I was able to gain from both my internship and my current role as Business Partner is Lockheed Martin's acquisition of Sikorsky. I was able to learn and experience how a large company handles an acquisition as well as all of the work and change management that is required for the process to run smoothly. I started the first day Sikorsky became a Lockheed Martin company which has allowed me to see and assist in change management strategies, rolling out new processes/ tools, and seeing and experiencing how the change is impacting the companies culture and business.”

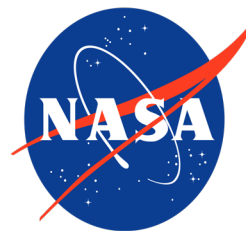
### Lauren Riley, Travelers

“This past summer at Travelers I was a part of the Human Resource Leadership Development Internship Program. I worked as a HR Generalist supporting Claim Legal. My projects gave me a realistic view of what it's like to work as a HR Generalist, what I mean by this is my projects touched all the major functions of HR. For example, I wrote an article that's going to be published in the Military Police Regimental Association magazine. Also, I created and edited existing job descriptions to accurately reflect the positions, which touches the function of compensation. Additionally, I took part in the HR Management investigation training, which is an employee relations strategy.

I enjoyed my summer with Travelers as it developed me into a more well-rounded Human Resource professional. I am excited to say that I've accepted an offer as a part of their full-time Human Resource Leadership Development Program. This is a two-year program where I will be rotating through three functions; compensation, employee relations and talent acquisition. I'm eager for this journey to begin!”

## Organizations Employing MAIOP Alumni





## Spring 2018 Course Schedule

### PSYC 6609 Research Methods:

Prerequisite: PSYC 6608. Introduction to analytic concepts pertinent to sampling techniques, research design, variable control, and criterion definition. Basic problems of measurement, research paradigms, sources of error in research implementation, problems of variable identification and control, and consideration of the logic of inference.

### PSYC 6612 Consultation Seminar:

An examination of the consultation process. Includes the role of the consultant, stages of consultation, the development of consulting skills, and political/ethical issues. Different approaches to consultation practice are analyzed, along with their associated interventions.

### PSYC 6620 Industrial Psychology:

Prerequisite: PSYC 6608. This course provides an overview of the theories and frameworks of industrial and organizational psychology as applied to human resource practices. Attention is given to the dual perspectives of the organization and the individual and linkages between an organization's people practices and strategic objectives. Emphasis placed on how the changing nature of work creates new challenges in the human resources arena. Topics include areas such as strategic human resources management, EEO law, human capital planning, job analyses and competency modeling, performance management, employee development and training, and compensation/reward systems.

### PSYC 6626 Worker Well Being:

Graduate psychology students or permission of instructor. This course provides an overview of the frameworks, theories, critical issues, practices and policies associated with worker well being. The study of worker well-being concerns the application of psychology to improving the quality of work-life by promoting the physical and psychological health of workers. Course topics include work-life integration, alternative employment schedules, dual-career relationships, antecedents, moderators and consequences of work stress, and organizational interventions to facilitate the health and well-being of the workers in organizations. This course is designed to prepare students with specialized knowledge and practical tools to identify and manage contemporary workplace issues, and employment trends that impact the well-being of workers in the 21st century.

### Section

1. Tuesday 12:15pm-2:55pm *Baker*
2. Tuesday 6:00pm-8:40pm (*TBD*)
3. Thursday 12:15pm-2:55pm *Baker*
4. Thursday 6:00pm-8:40pm *Reynolds*

Thursday 6:00pm-8:40pm *Whitson*

Wednesday 9:25am-12:05pm *L'Heureux*  
Monday 6:00pm-8:40pm *L'Heureux*

*L'Heureux*

**MT1, HYBRID: Online&Face to Face**  
Face to Face Dates: 2/2;2/9;3/2 (9am-3pm)

*L'Heureux*

**MT2, HYBRID: Online&Face to Face**  
Face to Face Dates: 3/30, 4/6, 4/27 (9am-3pm)



**PSYC 6640 Motivation & Morale:**

Prerequisite: PSYC 6619. The meaning of work, theories of motivation, values and expectations, performance and reinforcement, job satisfaction and motivation, pay as an incentive, interventions to increase work motivation.

**PSYC 6641 Personnel Development & Training:**

Current training and development techniques are reviewed including the construction of learning objectives, modules of instruction development, and evaluation. In addition, organizational interventions including coaching, project management and the diagnosis of organizational needs are covered. Additional topics may include strategic training, conducting training needs analysis, determining if training is a useful solution, creating a training design document, Instructor-led training, e-learning, behavior modeling, on –the-job training, individual development plans & action learning.

**PSYC 6642 Organizational Change & Development:**

Prerequisite: PSYC 6619. This course is targeted towards those interested in internal and external consulting, as well as managers and other internal change agents in organizations. Organization change and development fosters the growth of competency in the skills necessary during all phases of the planned change process—from entry to diagnosis, to intervention, through evaluation. Organization change issues are critically examined, and case studies, exercises and assessments are utilized to better understand change from organization, group and individual levels.

**PSYC 6643 The Psychology of Conflict Management:**

This course will focus on the constructive management of conflict at the individual, organizational levels. Theories on the etiology of conflict as well as various conflict resolution models will be examined. Group and organizational levels. Theories on the etiology of conflict as well as various conflict resolution models will be examined. The role of communication, emotions, power and culture in the constructive resolution of conflict will also be addressed. Students will learn how to understand and manage more constructively their own personal conflicts as well as conflicts occurring at the organizational and international levels.

Wednesday 6:00-8:40pm *Wysocki*

Thursday 12:15-2:55pm *Wysocki*

*Wysocki*

**MT1, HYBRID: Online&Face to Face**

Face to Face Dates: 1/27,2/17,3/3 (9am-3pm) Saturday

Tuesday 6:00pm-8:40pm

*Marcus*

Friday 9:00am-5:00pm *Marcus*

DATES: 1/19; 1/26, 2/23; 3/23, 4/13  
(Does not conflict with psyc 6626)

**PSYC 6645 Seminar in I/O Psychology:**

Prerequisites: PSYC 6609 and PSYC 6619. An examination of the professional psychologist at work in organizations. Topics vary and may include leadership, emotional intelligence, leadership coaching, and related areas within the context of organizational effectiveness. Practitioners in different organizational settings (e.g., business, government, nonprofit) will provide insights into the application of psychological principles and methods.

**PSYC 6660 Contemporary Issues in I/O:**

In-depth investigation of topical trends and areas of concern in industrial/organizational psychology. Topics may include, but are not limited to, the impact of EEOC regulations on selection and promotion; assessment centers; the psychosocial effects of globalization, rapid technological innovation, use of human capital analytics to facilitate critical thinking about human behavior in the workplace; diversity and cross-cultural competence in the workplace. Content will be stated at the time the course is scheduled.

**PSYC 6670 Special Topics: Organization Development in High-Uncertainty Systems:**

Traditional approaches to developing organizations, groups, and individuals are highly effective when a) the problem is at least somewhat clear in advance, b) the system and its environment has at least a moderate degree of predictability to it, and c) the system and its components work in a relatively linear, cause-and-effect manner. If these conditions are not present, traditional approaches tend to not only be ineffective, they often further worsen the situation. Using principles and frameworks from Systems Dynamics and Design Thinking, this course will: a) examine the practice of OD in high-uncertainty environments and b) provide opportunities to apply practitioner frameworks to seemingly 'unsolvable' organizational challenges.

**PSYC 6672 Special Topics: Emotional Intelligence in the Workplace:**

Recent research suggests that close/productive relationships play a vital role in human health, but much remains to be learned about the specific mechanisms of action and potential avenues for intervention. Studies have also tied psychological health to physical health which impacts career and personal success. In this course we will explore findings that suggests that two thirds of workplace behaviors that lead to career success are related to emotional intelligence rather than traditional notions of intelligence. This course will embark upon the discovery of measuring emotional intelligence for the purpose of increasing these learnable skill sets to promote personal and career success.

**Section**

1. Thursday 6:00pm-8:40pm *Cayer*
  2. MT2, Mondays 9am-5pm *Bhatt*
- DATES: 3/19, 3/26, 4/9, 4/23, 5/7

MT2, Saturday 8:30am-3:00pm *Cayer*  
3/24, 3/31, 4/7, 4/14, 4/21, 4/28, 5/5

MT1, Mondays 9:00am-5:00pm *Bhatt*  
DATES: 1/22, 1/29, 2/12, 2/26, 3/5

Monday 6:00-8:40pm *Wysocki*

**PSYC 6617 Career Counseling and Development**

An overview of theories, processes, and determinants of occupational choice and career development. The history and current trends of career development theories and vocational counseling are discussed. Consideration is given to both developmental and contextual factors which influence career decisions. Special emphasis is devoted to techniques of appraisal for career counseling, including the use of interviews, tests, and work simulations. In addition to class lectures, students will have the opportunity to take several self-report instruments and work on case-study materials.

Monday 12:15-2:55 *Whitson***SOCI 6602 - Social Stratification in Community Organizations:**

This course examines the pervasive effects of social stratification as they are enacted in public organizations such as schools, community centers, and human service agencies. Students will explore how their race, ethnicity, social class, gender, and sexual orientation, for example, impact the people with whom they work. The course will also investigate the theoretical underpinnings of systematic social dominance, and how students might counter this dominance in their workplaces and outside them. Students will also examine the symbiotic relationship between inequality within public organizations and the communities that surround them.

Wednesday 6:00-8:40 *Niemi***Management Electives****MGMT 6663 Leadership & Team Building:**

Prerequisites: MGMT 6637 or PSYC 6619 or PADM 6625. Examination of the impact of theories and research findings relevant to leadership and team building in organizations. The role of the leader and teams in organizations; the knowledge and skills required for successful leadership and team building. Assessment of one's own leadership and team building capabilities

Monday 6:00-8:40 *Albright***MGMT 6664 Organizational Effectiveness:**

Prerequisite: MGMT 6637 or PSYC 6619 or PADM 6625. Identification of the criteria necessary for developing and maintaining effective organizations. A study of the concepts that may be utilized in the management of these criteria. Approaches that may be examined and applied to problem situations through cases and role-playing.

Online 3/19-5/11 *Nadim*

*A special topics course can be substituted for one of the restricted electives in any of the concentrations.*

**MT1= Mini Term 1: January to March****MT2= Mini Term 2: March to May****Recommended Spring Schedule for First Year Students**

1. **PSYC 6609: Research Methods\***
2. **PSYC 6620: Industrial Psychology\***
3. **PSYC 6640: Motivation and Morale\***
4. **Elective**

**\* Required Courses**