

# MAIOP INFOLINE FALL 2018

## 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 enjoyed getting to know many of you through classes and our welcome back party, and I 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, email, call (x1242), or make an appointment. Over the summer, Patrick McBrearty 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.

In this issue you will find the schedule of courses offered through our program this Spring. For second semester students, you should be registering for Research Methods (6609) and Industrial Psychology (6620). These are both required and only offered during the Spring term. In addition, Workplace Motivation and Attitudes (6640) is required and only offered in Spring, though some student choose to take that during there second Spring term. For those students entering their last semester in the program, you should be registering for Seminar in I/O Psychology (6645), which is required. 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.

Keep in mind that in graduate school, you are taking courses that will be useful to you in your professional life. I urge both new and continuing students to view your course work and outside professional activities as learning opportunities, en route to becoming the most effective professional you can be. For those interested in the Internship Program Option, there will be a mandatory meeting on Thursday January 31, 2019 4:30-5:30.

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The meeting will review the logistics and share best practices in finding and having a meaningful internship experience. Stay tuned for further details and room location. In the meantime, Al Bhatt has been running several voluntary workshops centered around helping students think through their interests, goals and passions and identifying approaches to fulfilling those.

With regard to internship and future employment opportunities, the MAIOP program enjoys a solid reputation among area employers many of whom are alumni. The expanse of MAIOP alumni spread throughout much of the country, and the world, strengthens our community. A community is only as strong as its members. You are a de facto member of this community. Our community can grow and be even more vibrant only with your participation... joining campus leadership groups like the University's SHRM chapter, IOPACT or Graduate Student Council, participating in the case competition (see details inside this issue), attending local monthly professional meetings, attending national conferences, (SIOP, ATD, ODN, Academy of Management, SHRM), writing a short piece for the next issue, and so forth.

Mo Cayer and I joined with a trio of students to trek down to NYC to METRO's first meeting of the year on October 10 to hear Scott Tannenbaum speak on the science of effective teamwork. 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. Connecting with alumni, faculty and your fellow students for work or fun all contribute to the development of this community. I look forward to seeing you at different formal and informal events on campus and off, throughout the semester.

# CASE COMPETITION

**The 3rd Annual University of New Haven Cross-disciplinary Case Competition to be held on March 8, 2019.  
Stay tuned for more details!**

What is the Cross-disciplinary Case Competition (CC)? It's many things, but boring isn't one of them! It's a chance to grow and stretch, apply what you're learning and feel challenged....and raise your career prospects. The purpose of the CC is to provide graduate students (like YOU) with an extracurricular learning and development experience that:

1. is cross-disciplinary and integrative, as you'll find in today's workplace,
2. requires diagnosing a real-organization case from multiple-perspectives and recommending solutions,
3. within a judged, competitive program,
4. boosts participants' networks and resume distinctiveness.

Last year's 2nd Annual Cross-disciplinary CC, was organized by a Faculty & Grad Student Planning team from I/O Psych, Business and Engineering (same for this year's 3rd Annual CC). Four Cross-disciplinary CC Teams competed. Each of the four teams participated in:

1. Team-Kick-off and -Building
2. Analyzing and diagnosing a case
3. Creating a CC presentation



The target case, on Ford, was made available to all CC teams one week prior to the CC. Sixty-five people attended the CC. The evening began with networking, munchies, and then the CC Team presentations (10-12 minutes) to a panel 5 executive/consultant judges (all were University of New Haven alumni: MAIOP, Business, Engineering), who asked each of the teams questions for 10 minutes. The Judges evaluated the presentations while CC Teams and others ate dinner. CC Teams were scored against such criteria as diagnostic reasoning, business acumen, sound recommendations and oral presentation skills. The winning teams were announced, and an inspiring Keynote address was delivered by Dr. Pauline Assenza, a University of New Haven MAIOP alumnus, and now a professor at Western CT State University.



"Looking back at my time as a grad student, I am so glad I made the choice to step out of my comfort zone to try something new. Being a participant in the Case Competition granted me the opportunity to collaborate with other grad students across different disciplines. I got to share my IO Psychology perspective while also learning how MBA students approached the case. Together we developed a proposed solution and presented to a panel of distinguished judges. It was a 'safe' environment to take risks and learn from others. And we had fun too!"  
-Annmarie Caporale, MAIOP, 1st Annual CC



# STUDENT INVOLVEMENT

## SHRM Tri-State Case Competition

"A team of three first year students; Stacey Laureanos, Nicholas Boccuzzi and I, competed in the 1<sup>st</sup> Tri-State SHRM Student Case Competition this March, held in Providence RI. The case presented to the team was a small Airline company who recently suffered a public embarrassment from a fight by two employees, the incident prompted the company to think about generational issues and its future. Our team had a week to identify the problems, propose an investigation method into the incident, and provide recommendations on how the company could address the issues it was facing. The focus was somewhat different from the Annual Cross-disciplinary Case Competition hosted by the I/O program in February."

**-Joseph A Cataldo**

## SIOP Conference 2018

"Attending SIOP was probably the most beneficial thing I could have done for myself before graduating. I actually wish I had gone in my undergraduate years. The majority of my time was spent seeing presentations and networking. Our I/O world can feel as small as we often have to explain ourselves, degrees, and interests to those around us. But here, it felt alive and present as thousands of diverse students and professionals converged and engaged. Everyone I spoke with had amazing stories of how their I/O selves came to be. From everything and everyone I experienced, I saw a macro-level view of the field as I never had before and probably couldn't have otherwise."

**-Erin Cooney**



**SIOP 2019**  
APRIL 4-6 ★ WASHINGTON, DC/NATIONAL HARBOR  
GAYLORD NATIONAL RESORT & CONVENTION CENTER

# STUDENT RESEARCH

## Joe Cataldo



"During my time as a graduate student in the MAIOP program I have been doing research on competency models with Dr. Tara L'Heureux. Although I was not pursuing the thesis option in the program, I wanted to practice my

research skills and prepare myself to potentially pursue a PhD program in the future. During my time working with Dr. L'Heureux we have developed our own competency model. We investigated past models in literature, became will assist in improving the MAIOP internship programs evaluations, enhancing the MAIOP curriculum design, assess the competencies of interns, and more. Our future plans are to collect data on our model so that we can present at conferences and write a paper for publication on our findings.

This experience has given me valuable skills and abilities that have allowed me to gain a tremendous consulting internship and become familiar with a popular trend in I/O Psychology. The exposure has helped my academic learning as I can understand some concepts easier and provide a research perspective."

## Alexis Ward



"Taking the road less traveled by is never easy, but it can be extremely rewarding. I chose the thesis option because of my passion for research. I have always admired its ability to solve real world problems and make a positive impact.

My research is investigating the effect that conflict management training can have on webcam - based teams, and if it can help mitigate conflicts between team members. Conflict can be a positive aspect of teams, but research has shown that task conflict in virtual teams usually leads to personal conflicts, lower performance and less results.

But with the rapid increase of virtual teams in organizations, it is important to discover ways to help virtual team members handle conflict in a way that encourages innovation and growth, instead of personal strife and stymied performance. With my advisors help, Dr. Amy Baker, I hope to not only find answers, but also contribute to helping virtual teams navigate conflict in a more positive manner so that they can focus on their goals."

"Taking the road less traveled by is never easy, but it can be extremely rewarding."



# ALUMNI PANEL DINNER



On Friday April 6, 2018 the MAIOP Program hosted the 3rd Annual Alumni Panel Dinner at App's Ristorante in West Haven. The evening included networking, dinner, and a round-table discussion with the alumni. Alumni in attendance included:

## **Michelle Gilday Clinton**



Graduated: 2013  
Organization: Electric  
Boat Role: Senior HR  
Representative

## **Jonathan Gale**

Graduated: 2016  
Organization: Stanley  
Black & Decker, Inc.  
Role: HR Generalist



## **Christopher Moise**



Graduated: 2013  
Organization: Save the  
Children US  
Role: Talent Management  
Specialist

## **Katie Thomas**

Graduated: 2013  
Organization: Gartner  
Role: Recruiting  
Operations Manager



# ALUMNI SPOTLIGHT



## **Shannon Hoshauer, Organization Development Specialist, Hubbell Inc. MAIOP Graduate 2017**

I currently work on the Talent and Organization Development team at Hubbell Incorporated. In the summer of 2017, I interned in the HR department for Hubbell's Commercial and Industrial group based in Connecticut and was extended a full-time offer to work for the corporate team about a month before graduation. In my current role, I support our learning and development initiatives and our two leadership development programs. The L&D space is very new for Hubbell – just this past

December, we launched our first enterprise-wide learning management system. For me, the past few months have been a crash course in what it takes to get an internal “university” up and running; from creating policy and procedures, to establishing workflow, to even teaching myself to use an instructional design software, I have kept pretty busy and learned a TON in the process. As for the leadership development programs, I help coordinate any related events as well as serve as a program manager for the participants. I have found it's all about crafting the right experience and curating the proper space for these top talent individuals to learn and grow. I've been able to meet many amazing Hubbell employees doing great work across our company, as well as getting to spend time with our executive team.

My experience in the I-O psychology program has been invaluable. Granted, I'm not throwing around definitions of self-determination theory or evaluating the reliability of pre-employment tests on a regular basis but - and it's a big but - what I learned about the I-O psychology field and about myself during my time in graduate school has informed, and continues to inform, every single decision I make both personally and professionally. I'm always happy to chat with anyone in the MAIOP program, so come find me on LinkedIn!

### **Organizations Employing MAIOP Interns/Alumni**



**United Technologies**

**STANLEY**



**Bank**

**Gartner**



**TRAVELERS**



**FALL 2018 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/T/W 3:05pm – 5:20pm, and by appointment
AI BHATT, Faculty		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	Tues. 4:00pm – 5:00pm, Wed. 1:00pm – 3:00pm Thurs. 3:00pm – 4:30pm, and by appointment
DR. ERIC MARCUS	Harugari Hall, Rm 310 (203) 932-1242	Tues 2:00pm-4:00pm Harugari, 5:00pm-6:00pm Orange, Wed. 2:00pm-4:00pm, Thurs. 1:00pm-3:00pm, and by appointment
DR. MAURICE CAYER	Orange Campus, Rm N137 or Maxcy 116A (203) 479-4134	Mon. 4:00pm-6:00pm, Orange N137 T/Th. 10:45am-12:45pm, Maxcy 116A Mini term 2 only: Fridays 3:00pm-5:00pm, location TBD
DR. LEONARD WYSOCKI	Orange Campus, Rm. N127 (203) 932-7000	Mon, Wed., Thurs., from 2:00pm-5:00pm

**Have questions about the MAIOP program?** The program GA, Patrick McBrearty, has weekly office hours in Harugari Hall. Partick is in office 232 on Wednesdays and Thursdays 10AM-3:30PM.

**Need additional help in stats?** Andy Richards is the TA for statistics and is also located in office 232 as well. She is there on Mondays, 10:30AM-12:30PM and on Wednesdays 5:30-7:30PM.

**Professional Associations & Events**

- ODN NY: October 30<sup>th</sup> & November 7<sup>th</sup>
- ATD SCC: November 5<sup>th</sup>
- HRACC: November 7<sup>th</sup> & November 14<sup>th</sup>
- METRO: November 14<sup>th</sup>
- Baruch IO Psychology Career & Internship Fair: November 27<sup>th</sup> 2pm-5pm
- 3rd Annual Case Competition: March 8<sup>th</sup>
- SIOP Conference 2019: April 4-6 Washington, DC
- Link to professional events calendar:  
<https://calendar.google.com/calendar/b/1/r/month/2018/9/1?tab=wc>

**University of New Haven SHRM Chapter**

Mission - The Society for Human Resource Management student members of the University of New Haven are committed toward the preparation of all of our members for careers in the Human Resources and Industrial/Organizational Psychology fields through the development of skills and abilities in the areas of networking, mentoring, effective communication, group problem solving, technological application and community service.

October 30<sup>th</sup> Speaker-Madalyne Longfellow  
November 6<sup>th</sup> E-Board Elections  
November 13<sup>th</sup> E-Board Transition  
November 27<sup>th</sup> General Body Meeting

[graduateshrm@newhaven.edu](mailto:graduateshrm@newhaven.edu)  
[www.facebook.com/unhshrm/](https://www.facebook.com/unhshrm/)



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

# Important Dates:

- Fall Break: October 21<sup>st</sup>-23<sup>rd</sup>
- Spring Class Registration: October 29<sup>th</sup>
- Graduation Application Deadline-May Graduates: November 17<sup>th</sup>
- Thanksgiving Break: November 21<sup>st</sup>-25<sup>th</sup>
- Mandatory Internship Workshop: January 31<sup>st</sup> 4:30PM-6:00PM (First Years)
- Al Bhatt Voluntary Internship Workshop 2: October 25<sup>th</sup> 2-3:30PM
- Spring Semester Starts: January 23<sup>rd</sup>

## Spring 2019 Course Schedule

### Recommended Spring Schedule for First Year Students

1. **PSYC 6609: Research Methods\***
2. **PSYC 6620: Industrial Psychology\***
3. **PSYC 6640: Motivation & Attitudes in Orgs\***
4. **Elective** \*Required Courses

### **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.

**MT1= Mini Term 1: Jan. 23rd to Mar. 16th**  
**MT2= Mini Term 2: Mar. 25th to May 17th**

1. Tuesday 10:50am-1:30pm *TBD*
2. Tuesday 6:00pm-8:40pm *Baker*

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

1. Wednesday 9:55-12:45pm *L'Heureux*
2. Monday 6:25pm-9:10pm *TBD*



**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.

**PSYC 6640 Motivation & Attitudes in Orgs**

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 Training & Development in Orgs:**

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 Organization 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.

**MT1, HYBRID: Online & Face to Face**  
Friday, Face to Face Dates: 2/1, 2/8, 3/1  
(9:00am-3:00pm) *L'Heureux*

**MT2, HYBRID: Online & Face to Face**  
Friday, Face to Face Dates: 4/5, 4/12, 5/3  
(9:00am-3:00pm) *L'Heureux*

1. Wednesday 6:00-8:40pm *TBD*
2. Thursday 12:45-3:25pm *Wysocki*

**MT1, HYBRID: Online & Face to Face**  
Saturday, Face to Face Dates: 1/26, 3/2,  
3/16 (1:00pm-5:00pm)  
*Wysocki*

Tuesday 6:00pm-8:40pm *Marcus*

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

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.

**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.

**Section**

**MT1, HYBRID: Online & Face to Face**  
Friday, Face to Face Dates: 2/1, 2/15, 3/8  
(9:00am-3:00pm)

*Marcus*

1. Thursday 6:00pm-8:40pm *Cayer*
  2. Mondays 9:55am-5:40pm *Bhatt*
- Dates: 2/4, 2/18, 3/4, 4/1, 4/15, 4/29

**MT2 Wednesday 12:55pm-5:40pm *Cayer***

Mondays 9:55am-5:40pm *Bhatt*  
Dates: 1/28, 2/11, 2/25, 3/25, 4/8, 4/22



**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.

### Management Electives

#### **MGMT 6645 Management of Human Resources**

Prerequisite: MGMT 6663 or PSYC 6619 or PADM 6601. A study of organizational practices in the management of human resources. Manpower planning, recruitment, selection, training, compensation, and contemporary problems of the field. 3 credit hours.

#### **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

#### **MGMT 6668 Leading Organizational Strategy and Change:**

Prerequisite: MGMT 6663. A macro-level course that examines the intersection between business strategy, organizational leadership, and organizational change. Drawing from the disciplines of strategy, human resources management, organizational development, and leadership, this upper-level course engages students in the observation and analysis of the corporate executives' perspective. Topics may include formulating and communicating organizational intent, performance management and organizational outcomes, human resources performance management and its links to organizational outcomes, organizational dynamics, organizational culture, organizational structure, and crisis management. 3 credit hours.

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

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

1. Thursday 3:35pm-6:15pm  
*Giangrande*  
2. Thursday 6:25pm-9:10pm  
*Giangrande*

1. Wednesday 6:25pm-9:10pm  
*Albright*  
2. Wednesday 3:35pm-6:15pm  
*Wysocki*

1. Monday 6:25pm-9:10pm  
*Cayer*  
2. Wednesday 3:35pm-6:15pm  
*Albright*