

# MICHAEL K MANDEL

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## Contact Information

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## Additional Positions and Roles

Start Date: August 2015, Associate Director, Eller Social Innovation

## Chronology of Education

M.B.A. The University of Arizona, Tucson, Arizona, 2012

B.A. Drama, Ithaca College, Ithaca, New York, 2000

## Chronology of Employment

2013 - Ongoing	Lecturer, Eller College of Management, The University of Arizona
2005 - Ongoing	Principal/Consultant, Mandel Management Solutions
2012 - 2012	Development Director, Community Food Bank
2009 - 2012	Director of Housing Services, Primavera Foundation
2006 - 2007	Vice President of External Affairs, Planned Parenthood of Southern Arizona
2002 - 2006	Communications Director, Southern Arizona Center Against Sexual Assault
2001 - 2002	LGBT Outreach Coordinator, Center for Crime Victim and Sexual Assault Services of Tompkins County, Ithaca, New York

## Workload Distribution

Instruction %: 80, Research %: 0, Service %: 20, Extension %: 0, Administration %: 0, Other Professional Activities % (overall total - please provide specifics below): 0 Spring 2014 - Winter 2014

## Teaching: Credit Bearing Courses

Fall 2015 Courses	Credit Hours	Enrollment	Student Credit Hours	Percent Contribution (in decimal)
BCOM 314R 006 LEC 3 units - Business Communication	3	22	66	1
BCOM 314R 010 LEC 3 units - Business Communication	3	25	75	1
BCOM 314R 101 LEC 3 units - Business Communication	3	5	15	1

MGMT 391 005 LEC 1 units - Preceptorship	1	2	2	1
MGMT 391 005 LEC 2 units - Preceptorship	2	1	2	1
MGMT 391 005 LEC 3 units - Preceptorship	3	5	15	1
<b>Total</b>	15	60	175	

**Comments:** I was honored to be selected as one of the first instructors to launch Eller's undergraduate online degree program, which I taught as overload in the first half of this semester. I also had a course release as Associate Director of Eller Social Innovation this semester; in this role, I kept the wheels turning on the initiative while Executive Director Cindi Gilliland was on a well-earned sabbatical.

Summer 2015 Courses	Credit Hours	Enrollment	Student Credit Hours	Percent Contribution (in decimal)
BCOM 314R-SA 801_1 LEC 3 units - Business Communication	3	58	174	1
<b>Total</b>	3	58	174	

**Comments:** This was an overwhelmingly positive experience and I am grateful to have had the opportunity to teach in this program.

Spring 2015 Courses	Credit Hours	Enrollment	Student Credit Hours	Percent Contribution (in decimal)
BCOM 314R 005 LEC 3 units - Business Communication	3	29	87	1
BCOM 314R 008 LEC 3 units - Business Communication	3	27	81	1
BCOM 314R 014 LEC 3 units - Business Communication	3	24	72	1
MGMT 391 006 LEC 1 units - Preceptorship	1	1	1	1
MGMT 391 006 LEC 2 units - Preceptorship	2	3	6	1
MGMT 391 006 LEC 3 units - Preceptorship	3	5	15	1
<b>Total</b>	15	89	262	

**Comments:** In addition to a full course load this semester, I also started teaching for my summer overload assignment in the Global Cohort at the end of March. My teaching overlapped for six weeks, working six full days each of those weeks. I am pleased to note that my teaching quality and student satisfaction remained high, as noted on the Teacher Course Evaluations.

Winter 2014 Courses	Credit Hours	Enrollment	Student Credit Hours	Percent Contribution (in decimal)
MGMT 391 010 LEC 2 units - Preceptorship	2	1	2	1
MGMT 391 010 LEC 3 units - Preceptorship	3	7	21	1
<b>Total</b>	<b>5</b>	<b>8</b>	<b>23</b>	
Fall 2014 Courses	Credit Hours	Enrollment	Student Credit Hours	Percent Contribution (in decimal)
BCOM 314R 008 LEC 3 units - Business Communication	3	35	105	1
BCOM 314R 011 LEC 3 units - Business Communication	3	31	93	1
BCOM 314R 014 LEC 3 units - Business Communication	3	29	87	1
MGMT 391 010 LEC 2 units - Preceptorship	2	1	2	1
MGMT 391 010 LEC 3 units - Preceptorship	3	7	21	1
<b>Total</b>	<b>14</b>	<b>103</b>	<b>308</b>	
Summer 2014 Courses	Credit Hours	Enrollment	Student Credit Hours	Percent Contribution (in decimal)
BCOM 510A 027 LEC 3 units - Comm/Managers Prof Dev	3	45	67.5	0.5
<b>Total</b>	<b>3</b>	<b>45</b>	<b>67.5</b>	

**Comments:** I team taught MGMT 510A, Communication for Managers, for the Phoenix cohort of the EvMBA during Summer 2014. This was an offload assignment and an expansion of the way 510A had previously been taught. As such, I helped develop and expand curriculum to fit the 11-week duration of a course that was previously been taught in eight weeks.

Spring 2014 Courses	Credit Hours	Enrollment	Student Credit Hours	Percent Contribution (in decimal)
BCOM 314R 004 LEC 3 units - Business Communication	3	23	69	1
BCOM 314R 010 LEC 3 units - Business Communication	3	33	99	1
BCOM 314R 013 LEC 3 units - Business Communication	3	27	81	1
MGMT 391 008 LEC 1 units - Preceptorship	1	2	2	1
MGMT 391 008 LEC 3 units - Preceptorship	3	6	18	1
<b>Total</b>	<b>13</b>	<b>91</b>	<b>269</b>	

**Comments:** I assisted with Full Time MBA field project presentation preparation for two student teams during the Spring 2014 semester when Diza Sauers was out. I attended presentation preparation sessions for teams working with Microsoft and Infusionsoft, and I provided feedback on slide decks and presentation delivery.

Fall 2013 Courses	Credit Hours	Enrollment	Student Credit Hours	Percent Contribution (in decimal)
BCOM 314R 004 LEC 3 units - Business Communication	3	34	102	1
BCOM 314R 008 LEC 3 units - Business Communication	3	29	87	1
BCOM 314R 012 LEC 3 units - Business Communication	3	31	93	1
MGMT 391 009 LEC 3 units - Preceptorship	3	6	18	1
<b>Total</b>	<b>12</b>	<b>100</b>	<b>300</b>	

### Teaching: Development of Instructional Resources

Textbook: Business Communication: Strategies for the Workplace,  
Description:

I am part of the BCOM team who co-authored a textbook, *Business Communication: Strategies for the Workplace*, during the fall 2014 semester. The book was published in electronic format in January 2015 and will likely be made available in print format for the fall 2015 semester. Though I did author significant sections of the text, the bulk of my share of the contributions to this effort were in the form of editing and proofreading.

In the fall 2015 semester, I accepted the role of Executive Editor for this resource. In this new role, I take the lead in organizing the team's work toward a new edition that better meets our students' needs. I also reorganized and copyedited the latest manuscript. We are currently interviewing new publishers and plan to release the newest version, retitled "The Secret Handshake: Effective Communication Strategies for the Workplace", in the fall 2016 semester. We are committed to offering the text in both electronic and print formats.

Fall 2014 - Ongoing

Business Communication Certificate - Communication Foundations,  
Description:

I participated as part of the BCOM instructional team that developed a certificate in business communication fundamentals through EEE. We were among the first and only faculty course developers to complete a whole certificate, consisting of three courses. Most of the work on this certificate program was completed during summer and fall 2014 semesters. I specifically developed material on interpersonal communication, communicating with receptive audiences, and visual design of presentation aids – my areas of expertise.

Fall 2014 - Ongoing

Presentation workshops for undergraduate students,  
Description:

With Marisa Michaels, I developed and implemented a series of three presentation workshops for undergraduate students enrolled in BCOM 314. We piloted the first round of workshops in spring 2014 and continued them in fall 2014. The workshops cover three general topics: overcoming presentation anxiety, nonverbal communication skills, and audience engagement. We are continuing to hold these workshops again this semester.

Hours: 15 Spring 2014 - Ongoing

## Research: Scholarly Contributions and Creative Productions

### **Other Teaching Materials**

*Submitted*

*Invited*

Sauers, D. L.; Michaels, M.; Mandel, M. K.; Chertudi, M. A.; Boyer, C. F.; Brodersen, C.  
*Business Communication Basics Certificate*; 2014.

[Authorship Type: Co-Author] [Peer Review Type: Invited]

## Service: Other Institutional Service (Intramural)

Backup MBA Field Project BCOM Faculty Slide Reviewer (Eller College of Management)  
Fall 2015

Eller Social Innovation Interim Director (Management and Organizations-3004) Fall 2015

BCOM 314 Evening Cohort Case Competition Judge (Eller Undergraduate Programs-3016)  
Summer 2015

Backup Writing Assessment Organizer (Eller College of Management) Spring 2015

Interim Co-Leader: Grammar Games (Eller College of Management) Fall 2014

Center for Leadership Ethics Case Competition Presentation Evaluator (Eller Administration-3001) Fall 2014

Supervisor: Business Communication Program Lead/Technical Preceptors (Eller College of Management) Fall 2014 - Ongoing

Team Lead: Writing Assessment (Eller College of Management) Spring 2014 - Fall 2014

Backup Facilitator, Grammar Games (Eller Undergraduate Programs-3016) Fall 2013 - Ongoing

Presentation Skills Evaluator, Center for Leadership Ethics Collegiate Ethics Case Competition (Eller Administration-3001) Fall 2013 - Ongoing

Eller Professional Admissions ESL Language Assessor (Eller Undergraduate Programs-3016) Fall 2013 - Ongoing

### Service: Professional Service and Outreach (Extramural)

varies (see description), ESI Curriculum Committee Meeting Facilitator/Co-Facilitator,  
Description:

Eller Social Innovation's mission involves strengthening the community's ability to respond to complex social issues through the use of business research and practice. Though my role as Associate Director is primarily focused inward, I helped facilitate some early meetings regarding the creation of a workshop series for mid-level nonprofit organization managers. The meetings included the CEOs of Child and Family Resources, the Community Food Bank, the Primavera Foundation, and YWCA Southern Arizona.

### Leadership and Impact in Community:

I facilitated or co-facilitated at least two of these meetings, during which the committee identified the target audiences and areas of greatest need for these workshops. I was happy to provide input based on my own experience in the sector and was heartened that much of my advice was incorporated into the final product, which launches on February 19.

As of this writing, 25 participants have signed up from local social innovation organizations, including:

Casa de los Ninos

Tucson Rotary

Primavera Foundation

YWCA of Tucson

Child and Family Resources

The Community Food Bank of Southern Arizona

The Tucson Association of Realtors

Interfaith Community Services

The Eller College of Management

Community Extension Programs

These workshops will help those organizations better serve their diverse missions and increase their impact in the community.

Fall 2015

varies (see description), CSR Consulting Projects,

### Description:

A significant portion of what I do in the BCOM 314 CSR Consulting track is outreach to the community. I continued to be an active participant in project scoping for the spring and fall 2014 semesters. Scoping involves initiating contact with potential clients, meeting with them to identify their needs and possible alignment with our learning outcomes, drafting project scopes, and revising those scopes based on feedback from the client. The majority of this work usually occurs during the semester prior to the project. I welcomed several new clients to our projects during 2014, including:

#### Spring 2014

Community Partners Care Coordination

University of Arizona Humanities Seminars Program

Primavera Foundation

Smith & Dale Philanthropic Counsel

Tucson JCC

#### Fall 2014

Business Communication Program

Eller Social Innovation Initiative

Tucson Interfaith HIV/AIDS Network

These new clients were in addition to returning clients such as YWCA Tucson, Iskashitaa, and ARC. Most clients engage with us for two projects per semester.

### Leadership and Impact in Community:

The BCOM CSR Consulting projects provide local nonprofit organizations and small businesses with student teams who work to solve communications, management, or marketing-related problems. These student teams boost the capacity of those client organizations to best serve the Tucson community. Past projects have helped organizations improve outreach strategies, increase volunteer recruitment and retention, and develop new programming strategies to better meet the needs of people they serve. I serve as coach and mentor to these teams, along with advanced students who serve as project managers. I supervise the project managers, who are primarily responsible for nurturing relationships and maintaining contact with our community clients once I have established our partnerships.

Fall 2013 - Fall 2015