


# Robin Frkal, Ph.D.

Greater Boston

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## Summary

Dynamic educator, researcher, and higher-education administrator with 30 years of experience in business education, leadership, and management. Academic expertise and practical experience in management, human and organizational behavior, organizational development and change, and leadership development. Extremely dedicated and collaborative professional who uses exceptional communication, data analysis, and program management skills to promote student learning.

## Experience

### **Dean of The Graduate School at Nichols College**

Nichols College

Jun 2023 - Present (4 months)

- Provide visionary leadership to the graduate school, overseeing all academic programs, faculty, recruiting, enrollment, and student success.
- Manage program development and assessment to ensure alignment with institutional goals and enhance student learning outcomes.
- Develop innovative and experiential graduate and executive education courses and programs.
- Monitor key academic and enrollment metrics to identify and respond to trends.
- Analyze and report graduate school academic and enrollment data to the BoT and other internal stakeholders.
- Serve on the Academic Policy Committee, Academic Review Committee, Admissions Advisory Council, and Provost's Council.
- Oversee and ensure the effectiveness of the graduate school systems, policies, and procedures.
- Support ongoing accreditation reporting and compliance.
- Teach six credits of graduate and undergraduate courses, maintain an active research agenda, and participate in shared governance.

### **Associate Dean of Graduate Business and Professional Studies**

Nichols College

Sep 2021 - Jun 2023 (1 year 10 months)

- Provided leadership for graduate business programs and recruiting, enrollment, and student success staff.
- Coordinated with the Associate Dean of Graduate Liberal Arts to maintain enrollment and student success in liberal arts graduate programs.
- Collaborated with MBA program chair to develop and launch an Executive MBA Program to meet student demand.
- Directed assessment of all business graduate programs.
- Engage graduate faculty in bi-annual training and development.
- Served on the Curriculum and Strategic Planning for Academic Affairs committees.
- Taught 12 credits of graduate and undergraduate courses, maintain an active research agenda, and participate in shared governance.

## **Associate Professor and Chair of Human Resource Management & Director MSOL**

Nichols College

Jun 2019 - Sep 2021 (2 years 4 months)

- Developed and revised courses to enhance the MSOL curriculum.
- Ensured the quality of MSOL course delivery and adherence to college and program objectives.
- Collected, analyzed, and communicated assessment data
- Recruited, interviewed, evaluated, and recommended adjunct faculty for appointment or reappointment.
- Partnered with enrollment, admissions, and student success staff to support program enrollment and retention goals.
- Taught 18 credits of graduate and undergraduate courses, maintained an active research agenda, and participated in shared governance.

## **Assistant Professor of Management & Director MBA Programs**

Assumption University

Aug 2015 - Jun 2019 (3 years 11 months)

- Provided overall strategic and tactical direction for all MBA Programs, including Accelerated MBA – CPA Track, Accelerated MBA – Management Track, Part-time MBA, and Healthcare MBA.
- Partnered with enrollment management, reviewing applications and making all MBA program admission decisions
- Completed program review and assessment
- Developed and promoted new courses and programs
- Hired and supervised adjunct faculty and develop and publish course schedules

## **Adjunct Communication Lecturer**

Northeastern University

May 2012 - Mar 2017 (4 years 11 months)

- Designed and delivered interactive online courses.
- Created engaging course materials and built relationships with students online.
- Developed the communication curriculum for a new undergraduate degree in Professional Communication

## **Adjunct Instructor**

Bay Path University

Nov 2011 - Dec 2015 (4 years 2 months)

- Taught Communication for Leadership and Intercultural Communication Courses
- Facilitated Strategies for Personal and Career Development and Leadership in Practice Courses
- Counseled students in defining career and life objectives

## **Adjunct Faculty**

Wentworth Institute of Technology

Jan 2013 - Aug 2015 (2 years 8 months)

- Instructed students in business and technical correspondence, communication technologies, and oral communication skills, including job-seeking skills and materials.

- Engaged students discussing interpersonal, intercultural, and group communication in business settings.
- Led graduate students in advanced learning and application of leadership and operations management in construction and facility management fields.



### **Adjunct Professor**

Fitchburg State University

2012 - 2013 (1 year)

- Lectured on theories of Human Communication,



### **Assistant Vice President**

Unum

2006 - 2012 (6 years)

- Managed risk of over 1,500 claims and \$350 million in reserve capital and provided direction to a team of 25 employees.
- Implemented several cross-site system enhancement projects related to inventory and workflow management that achieved or exceeded expectations for operational effectiveness, quality, and customer satisfaction metrics in 17 consecutive quarters.



### **Senior Leadership Project Manager**

Unum

Mar 2005 - Aug 2006 (1 year 6 months)

- Oversaw the development, documentation, presentation, and implementation of senior leadership's yearly strategic planning and budgeting process.
- Developed a coordinated communication strategy for Worcester Benefit Operations, which improved employee morale and allowed for increased organizational flexibility and ability to employ change rapidly.
- Planned significant reorganization, including model design, communication, budget, realignment of 400 employees and 14,000 claimant files, and systems and reporting modifications.



### **Claim Supervisory Roles**

Unum

1998 - 2005 (7 years)

- Ensured high performance through monitoring unit claim adjudication performance; developing and executing mid-course correction plans; performing workflow management; scheduling, prioritizing, and deploying resources.
- Developed inventory management system, including conceptual design, technical development and testing, training, and change management. Resulting in industry-leading inventory management capabilities and setting the stage for the delivery of consistent and predictable results and quality.
- Recognized as an expert in DBS development and disciplined validation of claim fundamentals and selected to lead a peer group forum to encourage adopting best practices in these areas.

## Education



### Fielding Graduate University

Doctor of Philosophy (Ph.D.), Human and Organizational Systems



### Fielding Graduate University

Master's Degree, Human and Organizational Systems



### Clark University

Master of Science (M.S.), Communication

1997 - 2010



### Assumption University

Bachelor of Arts (B.A.), Foreign Affairs

1989 - 1993

Citation for Academic Excellence in Foreign Affairs

Magna Cum Laude Graduate

## Licenses & Certifications



### Diversity, Equity, and Inclusion in the Workplace Certificate - USF Corporate

Training and Professional Education

## Awards and Honors

Faculty Development Grant – Nichols College, 2021

Faculty Development Grant – Assumption College, 2018

AC4 Graduate Student Fellowship, 2014

Worldwide Network for Gender Empowerment Research

Fellow, 2013 Alpha Epsilon Lambda, 2010

Citation of Academic Excellence in Foreign Affairs, 1993

## Publications

Frkal, R.A. and Lewis, M. (In Press). Vertical leadership development in the age of work-from-home. *Journal of Leadership Education*

Lewis, M. and Frkal, R.A. (2023). Netflix at a crossroads: A time for reinforcement or another reinvention? *The Case Journal* DOI 10.1108/TCJ-08-2022-0152

Frkal, R.A. and Criscione-Naylor, N. (2020). Opt-out stories: women's decisions to leave corporate leadership. *Gender in Management*, 36(1), 1-17.

Lewis, M.S., & Frkal, R.A. (2019). Case exercises in an introduction to management course: A structured approach to increase student engagement. *The Case Journal*, 15(1).

Frkal, R. A. (2018). Integrating care and critical reflection in women's leadership development programs. *Advancing Women in Leadership Journal*, 38(1), 35-49.

Frkal, R. A. (2017). Book Review: Tell me so I can hear you: A developmental approach to feedback for educators. *Journal of Transformative Education*, 15(3), 266-268.

Frkal, R. A. (2016). *Creating dialogic conditions for transformative learning in an adult women's leadership program: A communication perspective*. (Ph.D. Dissertation), Fielding Graduate University. ProQuest database. (10164147).

## **Presentations & Training**

Frkal, R.A. (2023). *Why women quit: The search for meaning at work*. Presentation for Corridor Nine Chamber of Commerce Business Forward Females.

Frkal, R.A., Lewis, M.I., & Matraia, M. (2022). *How do we develop leaders if remote work is here to stay?* Panel Presentation at Eastern Academy of Management, Portland, ME.

Frkal, R.A. (2021). *Leading with Influence*. Training for SEIU Local 509 Commonwealth Human Service Workers and Educators Training and Professional Development Fund.

Frkal, R.A. (2021). *Supporting Women @ Work*. Training for SEIU Local 509 Commonwealth Human Service Workers and Educators Training and Professional Development Fund.

Frkal, R.A. (2021). *Level up your career with lifelong learning—training* for SEIU Local 509 Commonwealth Human Service Workers and Educators Training and Professional Development Fund.

Frkal, R.A. (2021). *Leadership for uncertain times*. Presentation for Corridor Nine Chamber of Commerce.

Frkal, R.A. & Lewis, M. (2021). *Leadership development in the age of COVID-19: Implications to the growth of project managers*. Paper presented at Eastern Academy of Management, Virtual Conference.

Beaupre, J.G., Frkal, R.A., Criscione-Naylor, N. & Castaneda, T. (2021). *Opportunities for women's leadership development in a post-covid world*. Panel Presentation at Eastern Academy of Management, Virtual Conference.

Frkal, R.A. (2020). *Gender, authenticity, and the intention to lead*. Idea paper presented at Eastern Academy of Management, Virtual Conference.

Eriksen, M., Frkal, R.A., Olson, J.G. & Ostrowski, E.J. (2019) *Coaching as a catalyst for leadership development in academic & corporate education*. Panel Symposium at Academy of Management, Boston, MA.

Frkal, R.A. & Naylor, C. (2019) *Opt-out stories: A narrative analysis of women's decisions to leave corporate leadership at mid-career*. Paper presented at the Academy of Management, Boston, MA.

Frkal, R.A. & Leonard, B. (2019). *Opting into Social Enterprise: Leadership Identities of Women in B-Corps*. Developmental paper presented at Eastern Academy of Management, Wilmington, DE.

Frkal, R.A. (2018). *Opting Out: Stories of women who left corporate leadership in mid-career*. Developmental paper presented at Eastern Academy of Management, Providence, RI.

Frkal, R.A. (2018). *The disorienting effects of balancing work and family: Transforming women's views of leadership*. Developmental paper presented at Western Academy of Management, Salt Lake City, UT.

Frkal, R. A. (2017). *Dialogue in women's leadership development programs: Caring to be critical*. Paper presented at the Eastern Academy of Management, Baltimore, MD.

Frkal, R.A. (2016). *Creating dialogic conditions for transformative learning with adult women students: Taking a communication perspective*. Paper presented at the International Transformative Learning Conference, Tacoma, WA.

Lewis, M.S. & Frkal, R.A. (2016) *Overcoming challenges of teaching with cases in the basic*

*undergraduate management course*. PDW presented at Eastern Academy of Management, New Haven, CT.

Frkal, R.A. (2013) *Changing discourse, changing worlds*. Paper presented at the National Communication Association Conference, Washington, DC.

Chetro-Szivos, J. & Frkal, R.A. (2011) *Building an international network to promote communication and leadership across cultures*. Paper presented at 14<sup>th</sup> Annual Cassola Conference, Providence, RI.

Frkal, R.A. (2007) *Inventory management in disability claim operations*. Paper presented at International Claim Association Annual Education Conference, New York, NY.

Frkal, R.A. (2000) *Communication during mergers and acquisitions*. Paper presented at American Communication Association Conference, Louisville, KY.