

# H. Steve Leslie

2226 Addison Cove, Jonesboro, AR, 72404  
Telephone # 870-972-3430 Email: sleslie@astate.edu  
<https://www.linkedin.com/profile/view>

## SUMMARY OF QUALIFICATIONS

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- **Extensive management and leadership experience**
- Passion and demonstrated track record for effective teaching
- Ability to work as a team player and independently
- Excellent verbal and written communication skills
- Advance knowledge, skills and experience in using communication-related technology
- Fluent in the use of multiple assessment and content management technologies
- Professional experience appropriate to business/education, plus experience with career/professional development for native and English language learners
- **Skilled online, hybrid and traditional facilitator, content developer and instructional designer**

## EDUCATION

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### **Doctorate of Education (Ed.D) – Emphasis on Higher Education Leadership**

Arkansas State University (A-State) Jonesboro, Arkansas August 2017

### **Specialist Degree in Community College Teaching (SCCT/EDS)**

Arkansas State University Jonesboro, Arkansas August 2014

### **Masters of Science in Information Systems and e-Commerce (MS)**

Arkansas State University Jonesboro, Arkansas August 2008

### **Masters of Arts in Communication Studies (MA)**

Arkansas State University Jonesboro, Arkansas August 2008

### **Masters of Business Administration (MBA)**

Manchester Business School Manchester, England June 2003

### **Bachelor of Science in Management (BS)**

University of the West Indies (UWI) Kingston, Jamaica June 1996

### **Diploma in Teaching (Dip)**

Church Teachers' College - UWI Mandeville, Jamaica June 1991  
Emphasis Mathematics and Science

## TEACHING EXPERIENCE

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### **Instructor – Business Communication & Management**

Fall 2015 - Present

Griffin College of Business (A-State)

- Teach personal/professional business communication, management & leadership
- Assist students in developing valuable business communication patterns
- Discuss the impact and influence of ethics, legal constraints, culture, technology, diversity, work teams on business communication skills
- Prepare students to use effective critical thinking skills
- Provide opportunities for students to develop effective personal branding
- Guide students in understanding the business report process and research methods
- Facilitate students in organizing and preparing business reports and proposals
- Assists students in designing and delivering business presentations
- Direct students in preparing resumes and application messages
- Help students in developing interviewing skills and preparing employment messages
- Teach courses in management, corporate social responsibility, leadership and retailing, as needed

## **Courses Taught**

**Griffin College of Business**

### **Fall 2015 – Present**

- Leadership
- Business Communication
- Managerial Communication
- Retail Management
- Social Impact Management (Corporate Social Responsibility)

### **Instructor Oral Communication (online), College of Media & Communication (A-State)**

#### **January 2013 – May 2015**

- Planned curriculum for oral communications classes including content on business communication
- Assessed student performance
- Delivered timely feedback to students to improve student performance
- Prepared engaging lessons to meet the needs of learners
- Provided quality advice to students as the needs arise
- Supported students' needs with regards to technology usage in class

### **Instructor Oral Communication (face-to-face), College of Media & Communication (A-State)**

#### **August 2008 – December 2013**

- Planned curriculum for oral communications class
- Assessed student performance
- Delivered timely feedback to students to improve overall course communication
- Prepared engaging lessons to meet the needs of learners
- Provided quality advice to students to facilitate alignment with personal career goals
- Supported students' needs with regards to technology usage in class

### **Teaching Assistant, College of Communications (A-State)**

#### **January – May 2007**

- Co-taught seminar in digital media and citizen journalism to graduate students
- Taught oral communication to undergraduates
- Assisted with teaching 'First Year College Experience' to Freshmen

**Graduate Assistant, College of Communications (A-State)**

**August 2006 – May 2008**

- Supported the dean of the College of Communication on special projects
- Assisted dean with classroom teaching as the need arose
- Collaborated on special projects with the chair of Communication Studies department

**Teacher-Mathematics, Knox College High School, Clarendon, Jamaica**

**September 1991 – December 1994**

- Taught mathematics to high school seniors, juniors and freshman students
- Provided supervision as Men's Dean for School's Hostel, housing over 60 students
- Planned, implemented, and evaluated programs for student enrichment

**PROFESSIONAL WORK EXPERIENCE - Other**

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**Interim Director – The Faculty Center – Arkansas State University - Jonesboro:**

**February 2013 – August 2015**

- Fostered collaboration among the various units which support effective teaching and learning on campus through a variety of instructional modalities.
- Provided leadership and planning for all instructional and curricular development activities designed to support the University's teaching community.
- Delivered leadership for the development and implementation of assessment plans at the classroom and program levels
- Oversaw the distribution of resources to support the development of the instructional community as well as the goals of the unit
- Developed, coordinated, implemented, and supervised orientation and training opportunities for full-time and per course faculty and graduate teaching assistants, regardless of specific teaching modalities
- Planned, developed, coordinated, implemented, and supervised a variety of workshops designed to improve the use of technology-enhanced teaching and learning including course management systems and effective online teaching
- Participated in the selection and training and supervised, directly or indirectly, all employees assigned to the Faculty Center for Teaching and Learning
- Supported the work of the Provost and Vice Chancellor for Academic Affairs by accepting and accomplishing tasks designed to contribute to and improve student learning and development, through targeted faculty enrichment programs
- Responsible for the hiring, managing and training of team members
- Managed Faculty Center's budget of \$150,000
- Increased Faculty Center funding by 30% through non-university funding opportunities

**Academic Technology Specialist: Arkansas State University - Jonesboro**

**October 2008 – February 2013**

Interactive Teaching & Technology Center

- Collaborated with faculty and staff by training, supporting and assisting them in applying learning and teaching technologies to their courses

- Supported faculty usage of technology in course curriculum, planning, development, and student assignments
- Instructed faculty and staff in the use of instructional course management software
- Promoted and used best instructional design practices with emphasis on learning outcomes for students
- Designed and conducted workshops, creates training materials, design course assignments or projects incorporating technology in the teaching and learning process
- Conducted one-on-one mentoring of technology usage for faculty and staff
- Assisted in the implementation of technically challenging projects across A-State campus

**Distribution Manager – AVP Sales:**

**February 2006–August 2006**

National Commercial Bank (NCB) Insurance Company Limited  
Kingston, Jamaica

- Supervised three regional sales managers
- Responsible for growth and retention of US\$108 M portfolio
- Accountable for the achievement of sales revenue target of US\$80 K
- Coached, developed, mentored and honed leadership and management skills of sales managers
- Participated in the Institute of Leadership and Development (ILOD) course – Creativity and Problem Solving Techniques (November 2005)
- Participated in the Institute of Leadership and Development (ILOD) course- Funds Flow (October 2005)
- Participated in the Institute of Leadership and Development (ILOD) course- Analyzing Business Process (September 2005)
- Participated in the Institute of Leadership and Development (ILOD) course- Leadership and Organizational Effectiveness (September 2005)
- Participated in the million Dollar Round Table (MDRT) Conference, New Orleans, USA, June 2005
- Participated in the Institute of Leadership and Development (ILOD) course- Emotional Intelligence (November 2004)

**Regional Sales Director:**

**October 2004 - January 2006**

National Commercial Bank (NCB) Insurance Company Limited  
Kingston, Jamaica

- Managed company’s largest regional sales center operations
- Provided strategic leadership and career development for staff
- Developed corporate relationships and strategic business alliances
- Performed effective management of channel conflict across subsidiary companies and distribution channel

**Regional Sales Manager:****June 2003 – September 2004**

National Commercial Bank (NCB) Insurance Company Limited  
Kingston, Jamaica

- Direct Responsibility for sales; marketing; relationship and retention results of NCB insurance products within a defined market area.
- Recruited, coached, set sales targets, and determined sales representatives' developmental needs
- Measured and monitored performance of sales staff
- Evaluated effectiveness of sales strategy
- Compiled and maintained sales related data to facilitate sales representative and market development
- Received company's highest sales award for 2003-2004 (Sales Manager of the year)
- Successfully completed Life Sales Management Training Course
- Participated in the Life Agency Management Program (LAMP) Conference, New Orleans, USA, March 2004

**Corporate Account Manager/Credit Officer:****December 2002 – May 2003**

Bank of Nova Scotia, Kingston, Jamaica

- Managed loan portfolio of over J\$100 Million
- Increased loan portfolio by J\$20 Million
- Prepared credit applications
- Identified and analyzed financial risks
- Managed and rectified delinquent accounts
- Analyzed and interpreted financial statements
- Processed and resolved customer complaints effectively
- Prepared for and conducted financial counseling meetings with customers
- Identified needs and promoted the selling of additional products/services to customers

**Management Trainee:****March 2001 – December 2002**

Bank of Nova Scotia, Kingston, Jamaica

- Assisted with the preparation of credit applications
- Processed and resolved customer complaints effectively
- Prepared for and conducted financial counseling meetings with customers
- Identified needs and promoted the selling of additional products/services to customers

**Insurance Agent:****January 2000 – March 2001**

Bank of Nova Scotia Life Insurance Company, Kingston, Jamaica

- Expanded territorial sales at assigned unit in excess of 25%
- Received company's highest agent award in 2001 for highest conservation rate
- Participated in several training programs/workshops. Including:  
--Advanced Professional Selling Skills;

- Coaching for Excellence, etc.
- Managed long-term portfolio investments valued at over J\$140 Million
- Increased clientele base by 30 %
- Exceeded sales target of J\$45 Million by J\$20 Million

**Point-of-Sale Coordinator/Senior Service Representative:  
June 1997- December 1999**

Bank of Nova Scotia, Kingston, Jamaica

- Launched new Debit Point-of-Sale transaction system
- Recruited new clientele and provided training for support staff
- Conducted seminars demonstrating effective use of Point-of-Sale product/service
- Expanded and increased revenues by 15% for branch office through excellent customer service management
- Served as sales and resource agent for Point-of-Sale products
- Received company's top service award in 1999

**Customer Service Representative:  
August 1994 - May 1997**

Bank of Nova Scotia, Kingston, Jamaica

- Provided advice regarding portfolio investment management
- Marketed new products to clients that increased branch office revenues by 15%
- Implemented technology transfer for bank loan portfolio

**PROFESSIONAL ACADEMIC ACTIVITIES**

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**Book**

Johnson-Leslie, N. & **Leslie, H. S.** (2010). *The ABC's of Surviving School Violence*. Bloomington, IN: AuthorHouse.

**Blind Peer Reviewed Publications**

**Leslie, H. S.** & Johnson-Leslie, N. (2021). A 'toxic' dilemma or implied promotion: Case of the HVMS Inc., leadership. *Journal of Business Cases and Applications*, 29. ISSN Online: 2156-9673

**Leslie, H. S.** & Johnson-Leslie, N. (2020). Gender equity in business schools –perception or reality: A conventional content analysis. *Global Journal of Business Disciplines*, 4(1), 44 – 65. Online ISSN: 2574-0377

Johnson-Leslie, N. & **H. S. Leslie** (2018). Lessons Learned Flipping a Course to Promote Technology Integration: Case of the Flipped, Flopped, then Flipped Performance Based Instructional Design Course. *ArATE Electronic Journal*, 9(1).

Saleh, A., Yu, Q., **Leslie, H.S.**, Seydel, J. (2017). Gender equity, student loans and returns on investment in American higher education. *International Journal of Sociology of Education*, 6(2), 217-243. doi: 10.17583/rise.2017.2633

**(Book Chapter):**

Johnson – Leslie, N. & **Leslie, H.S.** (2017). Technology in higher education administration: 25 years of leveraging changes to content delivery. IG Handbook of Research on Technology-Centric Strategies for Higher Education Administration. IGI Global. DOI: 10.4018/978-1-5225-2548-6.ch014I

**Conference Presentations/Proceedings:**

**Leslie, H.S.** & Johnson-Leslie, N. (2021). Impact of COVID-19 on service learning and the survival of service-learning programs: The perfect storm or the confluence of complacency. Institute for Global Business Research Virtual Conference. July 26 – 30, 2021.

Johnson-Leslie, N., **Leslie, H.S.**, Bowser, A. (2021). COVID-19 made me do it: Utilizing GoReact to record and evaluate the mini-lessons of pre-service teachers. SITE International Conference (virtual). March 29 – April 2, 2021.

Johnson-Leslie, N., **Leslie, H.S.**, Bowser, A. (2021). Tools for teaching technology during the COVID-19 pandemic: Results of a graduate level needs assessment. SITE International Conference (virtual). March 29 – April 2, 2021

**Leslie, H.S.** (2021). Maximizing the Power of LinkedIn. Jonesboro Chamber of Commerce Young Professional Network Annual Conference. May 13, 2021

**Leslie, H. S.** & Johnson-Leslie, N. (2021). Education and academic success: Five keys to personal and professional excellence. St. Louis Black Male Leadership Conference. St. Louis University. February 6, 2021.

**Leslie, H.S.**, Bevill, S., McDaniel, K., Johnson-Leslie, N. (2020). Sharon Brown – Smith’s ethical dilemma or great opportunity? High Value Materials & Services Inc. Ethics case. Institute for Global Business Research (IGBR) International Conference. New Orleans, Louisiana, April 8 – 10, 2020.

**Panelist: Leslie, H.S.** (2020). Leaping into diversity and inclusion: Implicit bias. St. Bernards Healthcare Systems & Division of Diversity and Community Engagement at Arkansas State University. February 21, 2020.

**Leslie, H. S.**, Bevill, S. & McDaniel, K. (2019). Job Readiness: LinkedIn. Federation of Business Disciplines (FBD) Conference. Houston, Texas, March 13 - 16, 2019.

Johnson-Leslie, N, **Leslie, H. S.**, Bowser, A. (2019). Validating the formative field experience instrument: Case of meeting accreditation standards. National Field Experience Conference. Greeley, Colorado, April 5 - 7, 2019.

**Leslie, H. S.**, Bevill, S. & McDaniel, K. (2019). Job Readiness: Power of LinkedIn! Institute for Global Business Research (IGBR) International Conference. Las Vegas, Nevada, October 16 - 18, 2019.

- Leslie, H. S.** (2019). “Think before you thought” Effective communication: Key to productivity, personal and organizational success. Arkansas Bar Association Mini MBA Program - Required Continuous Legal Professional Development Seminar/Workshop. Little Rock, AR. November 7, 2019.
- Panelist: Leslie, H.S.,** Mata, E., Shed, T., Robinson, R., & Eggerson, N. Career Readiness. Arkansas Association of Colleges and Employers (AACE) Winter Conference. December 12 – 13, 2019. Jonesboro, AR
- Leslie, H. S. & Johnson-Leslie, N.** (2018). When instructors and students are in “KAHOOT” engagement in learning increase: Fact or Fiction regarding formative assessment. SITE International Conference. Washington. DC, March 26 - 30, 2018.
- Johnson-Leslie, N. & **Leslie, H. S.** (2018). Parallels between flipping a PANCAKE and flipping a COURSE: Reflective practice on the flipping processes. SITE International Conference. Washington, DC, March 26 – 30, 2018.
- Leslie, H. S.** (2018). Social Media & Personal Branding: Who, where and why are you? ZTA Sorority. A-State, Jonesboro, April 8, 2018.
- Leslie, H. S.** (2018). Personal Branding: Does Social Media Help or Hinder? Jonesboro Chamber of Commerce Leadership Conference. Jonesboro, AR. February 23, 2018.
- Saleh, A., Yu, Q., **Leslie, H. S.** & Seydel, J. (2017). The Impact of gender equity, student loans and returns on investment on students in American higher education: Are females at a disadvantage when compared to males in the U.S.? American Educational Research Association (AERA) International Conference. San Antonio, TX. April 27 – May 1, 2017.
- Leslie, H. S.** (2017). Have technological advancement impacted equity and equality issues for women in colleges of business? Towards a conceptual framework. SITE International Conference. Austin, TX, March 5-9, 2017
- Johnson-Leslie, N. & **Leslie, H. S.** (2017). Flipping a course is not easy: Case of the flipped, FLOPPED, then flipped a course to promote technology integration. SITE International Conference. Austin, TX, March 5-9, 2017
- Leslie, H. S.** (2017). Résumé Building, Interviewing & Negotiating Salary (RBINS). Jonesboro Young Professional Network (JYPN)/Jonesboro Chamber of Commerce. Jonesboro, AR. September 14, 2017.
- Johnson-Leslie, N. & **Leslie, H. S.** (2016). The skull and bones of Flipping a course: Case of using iPads in a Performance Based Instructional Design Course to Promote Technology Integration. SITE International Conference. Savannah, GA, March 21-26, 2016
- Johnson – Leslie, N. & **Leslie, H. S.** (2016). Are teachers building walls and/or bridges with children of immigrants? A-State Mountain Home Diversity workshop, Mountain Home, AR, October 14, 2016
- Johnson – Leslie, N. & **Leslie, H. S.** (2016). Of course, I flipped this course: Challenges and Success. Arkansas Curriculum Conference (ACC). Little Rock, AR, November 3-4, 2016.

- Johnson-Leslie, N. & **Leslie, H. S.** (2016). Using mobile video streaming (Face-Time) technology to evaluate field experiences: Preposterous. Arkansas Association of Teacher Educators (ArACTE). Russellville, AR October 21, 2016
- Leslie, H. S.** & Johnson-Leslie (2015). Mentoring “I”djunct Faculty: To what are community college faculty members being mentored to integrate technology into their teaching? Las Vegas, NV, March 1-6, 2015.
- Johnson-Leslie, N., & **Leslie, H. S.** (2014). Every freshman has an iPad. Jacksonville, FL. March 8, 2014.
- Leslie, H. S.** & Johnson-Leslie, N. (2013). iPads in the college classroom. The pilot study. New Orleans: LA March 27, 2013.
- Johnson-Leslie, N., & **Leslie, H. S.** (2013). Early learners using APPS in their learning environment. New Orleans: LA March 27, 2013
- Leslie, H. S.,** & Johnson-Leslie, N. (2011). “Changing Pedagogy for sustainability: Using Tegrity course capture. New Orleans, LA. International Conference on Educational Research Conference. September, 2011.
- Torres, H., **Leslie, H. S.,** Merillatt, L., & Smith, T. (2011). “Rethinking Faculty Development: Shifting from Product to Process” Sloan – C International Conference on Online Learning. November 2010. Orlando, FL.
- Torres, H., **Leslie, H. S.,** Merillat, L., & Smith, T. (2011). Integrating Technology and Pedagogy into Course Design – presented on CDLC and eQUIP Tool. Pennsylvania State System of Higher Education (PASSHE) virtual conference on distance education.
- Johnson-Leslie, N., & **Leslie, H. S.** (2010). Pedagogical inTegrity: Building and sustaining a culture of use 4<sup>th</sup> Annual Tegrity User Conference. Louisville, Kentucky.

#### **Other Presentations:**

- Leslie, H. S.** (2015). Think before you thought: Effective communication. Arkansas State Leadership Development Program Institute. Jonesboro, Arkansas.
- Leslie, H. S.** (2015). Coaching and mentoring skills for leadership success. Arkansas State Leadership Development Program Institute. Jonesboro, Arkansas.

#### **Other Research:**

##### **Dissertation**

The Relationship of Gender Equity to Compensation, Career Advancement and Leadership in Selected Colleges of Business in Finland, Jamaica and United States.

**August 2017**

## **Theses**

Organizational Culture, Acculturation and the Academic Performance of International Students: The Arkansas State University (ASU) Experience

**August 2008**

An Analysis of Relationship Banking on Customer Service Delivery – The Bank of Nova Scotia (BNS) Jamaica Limited Experience

**June 2003**

## **Consultation/Outreach:**

Arkansas Fashion School – Provided training and support, as well as guided the technical school to accreditation by the Accrediting Council for Continuing Education and Training (ACCET). January – May 2019.

City of Jonesboro Auditorium Commissioner – 2018 to 2022      Appointed by Mayor

## **HONORS, ACTIVITIES and AFFILIATIONS**

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<b>Year</b>	<b>Award</b>
2019	Neil Griffin College of Business Citizenship Award
2017	Dr. Eugene Smith Research Fellowship
2015	A-State Friends of Diversity award
2003-2004	Sales Manager of the year (Highest sales award)
2001	Agent award (Highest Conservation Rate)
1999	Top service representative award

- Lambda Pi Eta Honors Society
- Academy of Management (AOM)
- Online Learning Consortium (formerly Sloan-C)
- American Educational Research Association (AERA)
- Association of Business Communication (ABC)
- Society for Information Technology in Teacher Education (SITE)
- International Mentoring Association (IMA)
- Center for Creative Leadership (CCL)
- Jonesboro Chamber of Commerce