

DR. MICHELE A. L. VILLAGRAN

EDUCATION

- Pepperdine University, Graduate School of Education & Psychology
Doctor of Education in Organizational Leadership December 2015
Dissertation: *Examination of Cultural Intelligence within Law Firm Librarians in the United States: A Mixed Methods Study*
- Pepperdine University, Straus Institute
Master of Dispute Resolution May 2013
- Pepperdine University, Straus Institute
Certificate in Dispute Resolution May 2011
- University of North Texas, College of Business
Master of Business Administration
Major: Strategic Administrative Management May 2008
- University of North Texas, School of Library and Information Sciences
Master of Science in Library Science
Major: Law Librarianship and Legal Informatics May 2004
- University of Nevada Las Vegas, College of Business
Bachelor of Science in Business Administration
Majors: International Business and Management May 2001

TEACHING EXPERIENCE

- Assistant Professor August 2018 – Present
San Jose State University
- Teach Undergrad and Graduate level courses within the College of Applied Sciences & Arts School of Information
 - Focused research on cultural diversity issues
- Lecturer; Faculty
Director, New Mexico cohort
University of North Texas September 2015 – August 2018
- Taught Master's level core courses within the College of Information Department of Information Science

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- Commitment to teaching demonstrated strong, innovative, and varied teaching methods
- Worked with distance education and cohorts as well as designing and delivering course in a variety of formats, including face to face, online, and blended
- Provided service to and engage with the broader scholarly and professional communities
- Contributed to the development, planning and implementation of a high quality curriculum
- Assisted in the development of learning materials, preparing schemes of work and maintaining records to monitor student progress, achievement and attendance
- Participated in departmental and faculty meetings aimed at sharing research outcomes and building interdisciplinary collaboration within and outside the department
- Provided support to students
- Participated in the administration of the department's programs of study, cohorts and other activities as requested
- Contributed to departmental, faculty, or UNT-wide committees as requested
- Received \$2,500 grant to redesign INFO 4685/5685 (summer 2017)

University of North Texas Departmental Service

- End of Program Assessment Committee
Chair, 2017-2018
Chair, 2016-2017
- Department Chair Evaluation and Reappointment Departmental Guidelines Ad hoc Committee
Member, 2016-2017
- Lecturer Search Committee
Member, 2015-2017
- External Affairs Committee
Member, 2015-2016

University of North Texas College of Information Service

- Alumni Society member (2011-present)
- Membership Chair, Alumni Society (2016-2017)
- President of the Alumni Society (2014-2015); Past President (2015-2016)
- Chair of the Alumni Society Board (2014-2015)
- Member of College of Information LIS Board of Advisors (2014-2015)

California Institute of Advanced Management (CIAM), El Monte, CA

Adjunct Faculty

September 2016 – April 2018

- Developed and managed syllabus materials for MBA courses (in executive management & entrepreneurship)
- Responsible for selecting and compiling tests, assignments and/or online discussion exercises that permit measurement of performance relative to standardized learning objectives

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- Facilitated in-class instruction
- Submitted grades for any assignments, discussion board exercises, and exams and course completion

Woodbury University, Burbank, CA

Adjunct Professor

February 2013 – April 2018

- Developed and managed syllabus materials
- Responsible for selecting and compiling tests, assignments and/or online discussion exercises that permit measurement of performance relative to standardized learning objectives
- Facilitated onsite Class Instruction
- Taught courses in the College of Liberal Arts
- Submitted grades for any assignments, discussion board exercises, and exams and course completion
- Served on planning committee for Inaugural 2014 Women's Leadership Conference – Rethinking the Power: Beyond the CEO

University of North Texas

Adjunct Professor

January 2014 – August 2015

- Developed and managed syllabus materials
- Demonstrated ability to design and deliver courses in a variety of formats, including online and hybrid modalities
- Responsible for selecting and compiling tests, assignments and/or online discussion exercises that permit measurement of performance relative to standardized learning objectives
- Facilitated Class Instruction
- Taught core courses in the College of Information, within LIS and possibly cross-listed, with an emphasis in Legal Informatics, Advanced Management, and other electives
- Evaluated Student Performance
- Responsible for participation in any chat sessions as determined by the course
- Submitted grades for any assignments, discussion board exercises, and exams and course completion
- Developed close relationships with practitioners and educators in the field

COURSES TAUGHT

- DRU 501 Leadership based on Drucker's Principles, California Institute of Advanced Management, Master of Business Administration
- INFO 4685 Information Resources and Services in Culturally Diverse Communities, University of North Texas, Bachelor of Information Science
- INFO 5000 Information and Knowledge Professions, University of North Texas, Master of Science, Library/Information Science
- INFO 5020 Economics of Information, University of North Texas, Master of Science, Library/Information Science

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- INFO 5090 Practicum and Field Study, University of North Texas, Master of Science, Library/Information Science
- INFO 5200 Information Organization, University of North Texas, Master of Science, Library/Information Science
- INFO 5303 Financial and Human Resources Management, University of North Texas, Master of Science, Library/Information Science
- INFO 5347 Digital Citizenship, University of North Texas, Master of Science, Library/Information Science
- INFO 5366 Law Library Management, University of North Texas, Master of Science, Library/Information Science
- INFO 5685 Information Resources and Services in Culturally Diverse Communities, University of North Texas, Master of Science, Library/Information Science
- INFO 5970 Advanced Seminar I, University of North Texas, Master of Science, Library/Information Science
- INFO 5980 Advanced Seminar II, University of North Texas, Master of Science, Library/Information Science
- LEAD 302 Critical Analysis and Decision Making, Woodbury University, Bachelor of Arts in Leadership
- LEAD 504 Conflict Resolution, Woodbury University, Master of Arts in Organizational Leadership
- LEAD 512 Critical Thinking and Emotional Intelligence, Woodbury University, Master of Arts Leadership
- LEAD 519 Leading Innovation and Organizational Change, Woodbury University, Master of Arts Leadership
- MKT 501 Marketing Management, California Institute of Management, Master of Business Administration

PROFESSIONAL EXPERIENCE

CulturalCo, LLC

CEO and President

December 2014 – Present

- Counsel and advise clients on cultural issues, diversity & inclusion strategies, emotional intelligence and cultural intelligence application in the workplace
- Counsel clients on conflict management strategies
- Work with clients to ensure change management strategies in place
- Advise on Competitive intelligence analyses, strategy development, and marketing strategy

University of North Texas

Local Program Coordinator CA MSLS/MSIS Programs

November 2009 – August 2018

- Assisted in organizing and facilitating recruiting and program promotion activities
- Guided and coached prospective students on admissions process
- Aided current students with questions related to course and advising
- Attended on-site sessions for classes offered by adjuncts

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- Organized meetings & planned events for cohorts each semester including colloquia, tours, and workshops
- Formulated Los Angeles LISSA organization and facilitate professional development programs, including Resume & Interview workshops, All School Day, Social Media, Job Preparation
- Devised & maintained CA Directory of practicum sites for current students
- Served as liaison between UNT and host site locations for Institutes

LAC Group, Los Angeles, CA

Director, Client Development

May 2013 – November 2014

Director, Business Development & Client Services

October 2012 – May 2013

Director, Business Development & Recruiting

November 2011 – October 2012

- Responsible for business development and management that focused on legal services to corporate and law firm clients including acquiring new customers, cultivating long term relationships with clients and growth
- Identified opportunities to drive sales growth
- Assisted with writing RFPs, RFQs, & proposals for library and consulting services for corporate, law firm, and government clients
- Supported Library as a Service in both sales & as a researcher; analyzing & addressing research questions from clients virtually including competitive intelligence, alerts, topical, and market research
- Assisted with over 25+ library audits (print, online, & staffing) for corporate and law firm clients
- Increased expense reduction legal research service with 3 new clients of minimum \$210k in 3 months
- Managed recruiting team of 6 (2011-2012) who fill the requests and needs for corporate clients
- Managed LAC employees (35) onsite working at client sites (2011-2013); corporate oversight and managed LAC employees (7) at one of largest law firm client sites (2011-2014)
- Renewed annual contracts with recruiting clients and large law firm nationwide client
- Be the face of LAC for presentations to clients and prospects or at trade shows/conferences

LA Law Library, Los Angeles, CA

Director, Communications

February 2011 – October 2011

- Responsible for the growth and recognition of the LA Law Library
- Defined and promoted a positive public image of the Library including public-relations through social media, events and other means of communication with stakeholders
- Oversaw & coordinated all press release, website, brochure, signage, announcements, and media relations
- Monitored communication discussion of the Library
- Created brochure and bookmark of LA Law Library that had not developed in over 10 years

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- Managed marketing department of 2

West, a Thomson Reuters business, Los Angeles, CA

Librarian Relations Manager

June 2007 – January 2011

- Managed a Librarian Relations program in Southern California, Nevada, Arizona, Colorado, Nebraska, Iowa, and Hawaii for law librarians
- Trained, educated and consulted with librarians on West products and services, management needs and cost recovery
- Conducted over 900 librarian trainings from January – August 2010
- Created and developed presentation on new products
- Became practice area specialist in alternative dispute resolution for Librarian Relations
- Collaborated with librarians to become trusted partner and liaison for West

Mayer Brown Rowe & Maw LLP, Houston, TX

Legal Information Manager

June 2005 – June 2007

- Administered and supervised the Library, Records Center, and Docket Department including management of 4 staff
- Provided legal reference and research services utilizing online databases and print resources
- Supervised acquisitions process through selection, ordering, receiving, invoicing, cataloging and maintenance of materials
- Maintained all library accounts and interact with vendors and account managers
- Developed library collection to serve the attorneys and their respective practice areas
- Kept abreast of current resources, technologies, and developments

Weil Gotshal & Manges LLP, Houston, TX

Assistant Librarian

June 2004 – June 2005

- Provided reference & research services to legal and non-legal staff for Houston & Austin offices
- Performed interlibrary loans
- Managed the library in absence of Manager
- Executed technical services of library that include maintaining catalog records, ordering materials, verifying and processing invoices, and execute routing
- Assisted with Professional Development Coordination

Lionel Sawyer & Collins, Las Vegas, NV

Law Library Assistant

May 2003 – May 2004

- Provided support of the library for a firm of over 95 attorneys
- Performed archival control, handled clerical duties, sorted and checked in library mail, periodicals, acquisitions and subscriptions
- Successfully maintained loose-leaf filing and book reshelving for 20,000-volume law collection
- Responsible for all attorney seminar requests and experienced in legislative histories
- Created Library Intranet page for firm

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Las Vegas-Clark County Library District, Las Vegas, NV

Adult Services Assistant

May 2001 – May 2004

Circulation Assistant

May 1997 – May 2001

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September 1994 – May 1997

- Provided reference services to patrons by searching files, shelves and library systems to locate information and materials
- Assisted patrons in the use of the library collection
- Interacted extensively over the telephone and in person with patrons
- Monitored library statistics
- Maintained library collection with title selection
- Handled materials that were checked in / checked out
- Maintained and monitored damaged items
- Shelved materials
- Prepared materials of main downtown branch for the GPO Federal Depository inspection

CONSULTING CLIENTS

- *ImpliciT Bias & Microaggressions*, InfoPeople webinar, TBD 2018
- *Cultural Intelligence in the Library Workplace*, InfoPeople online course, April 2019
- *Cultural Intelligence in the Library Workplace*, InfoPeople online course, March 28 -April 17, 2018
- Special Libraries Association – San Francisco, *Developing your Cultural Intelligence*, September 2017
- Alhambra Police Department, *Emotional Intelligence & Cultural Intelligence*, February 2017
- Riverside County Law Library, *Conflict Management & Cultural Intelligence*, February 2016
- Arcadia Public Library, *Developing your Cultural Intelligence*, January 2016
- Court Services and Offender Supervision Agency/Pretrial Services Agency September 2015, *Diversity and Inclusion Symposium*
- Court Services and Offender Supervision Agency/Pretrial Services Agency September 2015, *Promoting Diversity and Inclusion in the Federal Workforce of Today*
- Bloomberg BNA (Bloomberg Law), *Competitive Intelligence project*, December 2014 – August 2015

VOLUNTEER

IMC Review: Journal of Integrated Marketing Communications

November 2016

Reviewer – Spring issue

Center for Conflict Resolution

January 2013 – Present

Mediator

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- Conduct volunteer mediations in Los Angeles Superior Court small claims

Pinhawk LLC

November 2013 – March 2014

Co-Editor, Librarian News Digest

- Edited through use of html and disseminated to over 2,500+ subscribers daily
- Curated newsletter to include articles and blog posts of current interest to librarians and an editorial that highlights 1-3 items

Kaiser Permanente, Oakland, CA

January 2013 – August 2013

Extern - Health Care Ombudsman – Mediator (HCOM) Program

- Developed & proposed marketing plan for HCOMs to use for promotion of program
- Provided marketing materials for dissemination internally
- Identified gaps in current HCOM program for future strategic planning
- Observed & consulted with HCOMs throughout CA to understand ombuds-mediator role

LICENSES & CERTIFICATIONS

- Unconscious Bias Certification by the Cultural Intelligence Center, LLC March 2017
- California Notary Public (Commission expires January 27, 2019)
- Conflict Dynamic Profile Certification by the Center for Conflict Dynamics at Eckerd College, August 2014
- Level 2 Cultural Intelligence Certification by the Cultural Intelligence Center, LLC January 2013
- Level 1 Cultural Intelligence Certification by the Cultural Intelligence Center, LLC January 2011

AWARDS

- Special Libraries Association Presidential Citation for Diversity and Inclusion Task Force 2017
- CALI Excellence for the Future Award, Pepperdine University School of Law for excellent achievement in the study of Mediation Theory and Practice 2011
- Recognized by the University of North Texas Dept. of Library and Information Sciences as a Rising Star in 2009 for outstanding professional achievement and service to my communities, state and the nation
- University of North Texas Dean's Honor List

PROFESSIONAL ASSOCIATIONS

NAFSA: Association of International Educators member

2018 – 2019

Joint Council of Librarians of Color conference
Sponsorship committee

2017 – Present

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New Mexico Library Association member	2016 – 2018
International Conference on Knowledge Management conference Promotion and Website Support	2016-2017
Southern California Mediation Association member	2015 – 2018
Los Angeles County Bar Association member	2015 – Present
Latino Los Angeles Chamber of Commerce member	2015 – Present
Reforma member	2015 – Present
International Leadership Association member	2015 – Present
Association for Conflict Resolution member	2013 – Present
California Academic and Research Libraries Association member	2012 – Present
<ul style="list-style-type: none">• DIAL CARL 2018 Planning Committee• CARL Conference Proceedings Team	
American Library Association member	2011 – Present
<ul style="list-style-type: none">• Library Leadership and Management Association• Public Relations and Marketing Section• California Library Association member (2013-Present)	
University of North Texas	2004 – Present
<ul style="list-style-type: none">• LISSA member; Houston chapter Member-at-Large• Alumni Association member• North Texas Exes member• Beta Gamma Sigma member	
Special Libraries Association member	2003 – Present
<ul style="list-style-type: none">• 2019 Conference Planning Committee member (2018-2019)• DICE Caucus team founder• Diversity and Inclusion Task Force (2017)• Diversity Leadership Development Program committee member (2015-2016; dissolved 2016)• Southern California Chapter member• San Diego Chapter member (Secretary, 2018-Present)• Legal Division member; Business & Finance member; Advertising & Marketing member• Membership committee• Public Relations committee• Student & Academic Affairs Committee	

- American Association of Law Libraries (AALL) member 2002 – Present
- AALL Continuing Professional Education Committee (2018-2019)
 - San Diego Area Law Libraries (SANDALL) Vice President/President-Elect (2015-2018); SANDALL Buddies Mentor; PR Committee member
 - Private Law Libraries (PLL) Membership Chair (2014-2015)
 - Private Law Libraries (PLL) member; Member-at-Large Officer
 - Latino Caucus member; Secretary/Treasurer (2011-2013)
 - Special Leadership Development Committee member
 - Diversity Committee board member; Secretary (2009-2013)
 - Leadership Development mentor
 - Southwestern Association of Law Libraries member; grants committee member, membership committee
 - Southern California Association of Law Libraries (SCALL) member; newsletter committee member 2007-2014, bibliography committee chair, grants committee member, library school liaison committee member
 - Houston Area Law Libraries (HALL) member (2004-2018); former secretary (2004-2005)
 - Western Pacific chapter (WestPac) past member; PR and membership committee
 - Arizona Association of Law Libraries (AZALL) past member
 - Colorado Association of Law Libraries (CoALL) past member

PUBLICATIONS

- Forthcoming. Co-Author. *Celebrating Diversity: A Legacy of Minority Leadership in the American Association of Law Libraries, 2nd ed.*, in AALL Publication Series, Hein 2018/2019
 - Chapter 2: “A Legacy of Leadership”
 - Chapter 7: “Minority Law Librarians: A Snapshot”
- Forthcoming. Villagran, M. A. L. & Dalton, S. (2018 October). Implicit Bias. *C&RL News*.
- Forthcoming. Villagran, M. A. L. & Dalton, S. (2018 November). Microaggressions. *C&RL News*.
- Villagran, M. A. L. & Dalton, S. (2018 July/August). Best Practices for First-Time Writers. *AALL Spectrum*.
- Villagran, M. A. L. (2018 May/June). Cultural Intelligence: Ability to Adapt to New Cultural Settings. *Knowledge Quest* (America Association of School Librarians journal), 47(2).
- International Council on Knowledge Management 2017, Fort Worth, Texas, October 25, 2017, Proceedings Abstract and Presentation, *Social Networking in Organizational Cultures*
- *Tackling Culturally Diverse Situations with Ease Using Cultural Intelligence*. Peer to Peer magazine. International Legal Technology Association (ILTA), Winter 2016, http://epubs.iltanet.org/i/765798-winter-2016/18?_ga=1.47684515.543494535.1486705362

- *Annual California Library Association Conference: Swing into Action*, SANDALL News, vol. 19, no. 2, November 2016
- Villagran, M. A. L. (2015). Examination of cultural intelligence within law firm librarians in the united states: A mixed methods study (Order No. 3739435). Available from Dissertations & Theses @ Pepperdine University - SCEL; ProQuest Dissertations & Theses Global; ProQuest Dissertations and Theses A&I: The Humanities and Social Sciences Collection. (1750645714). Retrieved from <http://search.proquest.com/docview/1750645714?accountid=13159>
- *Michele Lucero: Impact, Engagement, and Amazing Adaptability, Pt.2*, by Kim Dority, July 30, 2014, <http://www.lac-group.com/michele-lucero-impact-engagement-amazing-adaptability-pt-2/>
- *Michele Lucero: Impact, Engagement, and Amazing Adaptability, Pt. 1*, by Kim Dority, June 30, 2014, <http://www.lac-group.com/michele-lucero-impact-engagement-amazing-adaptability-pt-1/>
- *Why Your Firm Needs an Alumni Directory*, June 24, 2014, <http://www.lac-group.com/law-firm-needs-alumni-directory/>
- *Are you Culturally Competent?* Podcast, Oct 5, 2013 http://www.lac-group.com/cdn/LAC_Group_CQ_Podcast_100513.mp3
- *Affirmative Action, Banned Books, and Mexican American Studies: The Current State of Diversity and Education in America ... reported by Michele A. Lucero*, SCALL Newsletter, <http://www.aallnet.org/chapter/scall/newsletter/NewsletterSepOct2013.pdf>, Sept/Oct 2013, vol. 41, no. 1, page 19, also published in SANDALL News, <http://www.sandallnet.org/wp-content/uploads/2013/09/newsletter2013-16-1.pdf>, Sept 2013, vol. 16, no. 1, page 12-13
- *SLA Review: Public Access to DoD-Funded Research-Copyright Issues*, SLA Legal Division Docket, Vol. 2 No. 2, August 26, 2013, <http://legal.sla.org/newsletter/lddv2n2/dod-funded-research/>
- *Chinese American Librarians Association Southern California Chapter (CALA-SCA) Annual Conference 2013, What Does It Mean to Be a Librarian Today and in the Future?*, SCALL newsletter, May / June 2013, vol. 40, no. 5, page 16-17 <http://www.aallnet.org/chapter/scall/newsletter/NewsletterMayJune2013.pdf>
- *Interview with Michele Lucero*, SLA Southern California Chapter Newsletter, March / April 2013, vol. 38, no. 2, page 4-5, http://southerncalifornia.sla.org/documents/newsletters/newsletter_vol_38_no_2.pdf
- *Into the Breach with AALL's Diversity Committee*, AALL Spectrum, co-author with Beau Steenken, Feb 2013, <http://www.aallnet.org/main-menu/Publications/spectrum/vol-17/No-4/diversity.pdf>
- *INALJ (I Need a Library Job) Interview, Michele Lucero of LAC Group...In Six* January 29, 2013 <http://inalj.com/?p=6457>
- *Diversity Symposium on Cultural Intelligence: Are You Culturally Competent?*, Houston Area Law Librarians Newsletter, Sept/Oct 2012, Vol. 29 No. 5, page 14; also published in SCALL newsletter, Sept/Oct 2012, vol. 40, no. 1, page 11
- *Quick Tips and Resources on Arbitration Research*, Law Librarians in the New Millennium, Thomson Reuters, November/December 2010

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- AALL Review: *Beyond Copyright: How License Agreements & Digital Rights Management Post Challenges to Fair Use & the Provision of Electronic or Media Services*, SCALL newsletter, Vol. 37 No. 1, September/October 2009, page 8; also published in SANDALL newsletter, Vol. 12 No. 1, September 2009, page 12 and HALL newsletter, Vol. 26 No. 4, July/August 2009, page 4-5
- AALL Review: *Find 50-State Law Surveys Fast!*, SCALL newsletter, Vol. 37 No. 1, September/October 2009, page 8; also published in SANDALL newsletter, Vol. 12 No. 1, September 2009, page 12
- AALL Review: *Working Smart: Innovative Ways To Do More With Your Day*, SANDALL newsletter, Vol. 12 No. 1, September 2009, page 12; also published SCALL newsletter, September/October 2009, v. 37, no. 1, <http://www.aallnet.org/chapter/scall/newsletter/sep-oct-2009/newsletter16.htm>
- *Educating the C-People: Engage your Decision Makers and Help Them Evolve*, PLL Perspectives, Vol. 20 Issue 1, Fall 2008, page 13
- *The Virtual Tax Library: A Comparison of Five Electronic Tax Research Platforms* Review, SCALL newsletter, Vol. 35 No.5, May/June 2008, page 9
- *2007 AALL Management and Leadership Institute: A Review*, PLL Perspectives, Vol. 19 Issue 1, Fall 2007, page 6 (co-authored with Andrea Hamilton)
- Profiled in *Celebrating Diversity: A Legacy of Minority Leadership* in AALL, no. 71, AALL Publication Series, Hein 2006
- Profiled in *Maximizing Law Library Productivity*, Primary Market Research, 2006
- Book Review: *The Lawyer's Guide to Fact Finding on the Internet*, Houston Area Law Librarians Newsletter, Vol. 22 No. 1, January/February 2005, page 9; also published in Westpac News, Vol. 29 No. 1, Fall 2004, page 12
- *Law Firm Intranets: What A Library Can Contribute*, PLL Perspectives, Vol. 15 Issue 3, Spring 2004, page 11

INVITED KEYNOTES

- Arizona Library Association regional forum, Tucson, AZ, April 27, 2018, Keynote, *Shhhh... Listen! Do you Hear the Sound of _____?*
- California Dialysis Council Annual Conference, Palm Desert, April 10, 2015, Keynote, *How Cultural Intelligence (CQ) Makes a Difference: Are you Culturally Competent?*

INVITED PRESENTATIONS

- Association of Research Libraries Symposium for Strategic Leadership in Diversity, Equity, Inclusion, Minneapolis, MN, May 10, 2018, Upcoming presentation, *Microaggressions in the Workplace*
- San Diego Law Library Professional Development "Spring Clean" day, August 2, 2014, Presenter, *Conflict Management in Law Libraries*
- California Library Association annual conference No Barriers. No Walls. Access for All!, Santa Clara, CA, November 2018, Upcoming PreConference, *Bringing Culture Back: Managing Unconscious Bias to Strengthen Your Corporate Culture*

PRESENTATIONS

- California Library Association annual conference No Barriers. No Walls. Access for All!, Santa Clara, CA, November 2018, Upcoming Presenter, *How-To Work a Room*
- California Library Association annual conference No Barriers. No Walls. Access for All!, Santa Clara, CA, November 2018, Upcoming Co- Presenter with J. Guillermo Garcia, *Culture Matters: Designing Emerging Services for Multicultural Communities Beyond Walls*
- California Library Association annual conference No Barriers. No Walls. Access for All!, Santa Clara, CA, November 2018, Upcoming Presenter, *How-To have a Poker Face*
- American Association of Law Libraries annual conference, Baltimore, MD, July 17, 2018, Upcoming Presenter, *Bringing Culture Back: Managing Unconscious Bias to Strengthen Your Corporate Culture*
- Reforma Northeast chapter 14th annual joint conference Building Bridges Not Walls: The Library's Role in Supporting Multicultural Communities, Bronx, NY, June 15, 2018, Presenter, *Cultural Intelligence: Ability to Adapt to New Cultural Settings*
- Special Libraries Association annual conference, Baltimore, MD, June 11, 2018, Presenter, *Bringing Culture Back: Managing Unconscious Bias to Strengthen Your Corporate Culture*
- Southwestern Association of Law Libraries annual conference, Houston, TX, April 7, 2018, Presenter, *Developing Cultural Intelligence: Working Effectively Across Cultures*
- Texas Library Association, Dallas, TX, April 4, 2018, Presenter, *Make Every Connection Matter!*
- Texas Library Association, Dallas, TX, April 3, 2018, Presenter, *Making a Difference: Diversity, Inclusivity, and Social Justice in the Library*
- American Library Association, Office for Diversity, Literacy, and Outreach Services webinar, February, 2018, Presenter, *Cultural Intelligence: Ability to Adapt to New Cultural Settings*
- California School Library Association annual conference, Yosemite, CA, February 4, 2018, Presenter, *How Cultural Intelligence Makes a Difference-Are You Culturally Competent*
- Texas Library Association ESC Region 11 Library conference, White Settlement, Texas, January 18, 2018, Presenter, *How Cultural Intelligence Makes a Difference-Are You Culturally Competent*
- Oklahoma Chapter of the Association of Research and College Libraries (OK-ACRL) annual conference, Tulsa, Oklahoma, November 10, 2017, Presenter, *Engage your Cultural Side: Cultural Intelligence*
- New Mexico Library Association annual conference, Albuquerque, NM, November 2, 2017, Presenter, *Bringing Culture Back: Managing Unconscious Bias to Strengthen Your Corporate Culture*
- International Council on Knowledge Management 2017 conference, Fort Worth, Texas, October 25, 2017, Presenter, *Social Networking in Organizational Cultures*

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- Southern California Mediation Association annual conference, Los Angeles, CA, October 21, 2017, Presenter, *Developing Cultural Intelligence: Working Effectively Across Cultures*
- Association of Conflict Resolution annual conference, Addison, TX, October 11, 2017, Presenter, *Cultural Intelligence: Ability to Adapt to New Cultural Settings*
- Special Libraries Association – San Diego Fall Seminar, Escondido, CA, September 29, 2017, Presenter, *How Cultural Intelligence makes a Difference in your Professional Environment*
- International Association of School Libraries, Long Beach, August 4, 2017, Presenter, *Cultural Intelligence: Ability to Adapt to New Cultural Settings*
- Special Libraries Association Annual Conference, Phoenix, June 2017, Presenter, *Cultural Intelligence: Ability to Adapt to New Cultural Settings*
- Special Libraries Association Annual Conference, Phoenix, June 2017, Panel Presenter, *Changing roles of legal information professionals; adapting your skills to new challenges*
- Teaching Professor Conference, St. Louis, June 3, 2017, Presenter, *How Cultural Intelligence (CQ) Makes a Difference: Ability to Adapt to New Cultural Settings*
- Southern California Mediation Association, Orange, May 25, 2017, Presenter, *How Cultural Intelligence (CQ) Makes a Difference in Your Mediation Practice*
- Oklahoma Library Association Annual Conference, Norman, OK, April 26, 2017, Upcoming Presenter, *Engage with your cultural side: Cultural Intelligence*
- Texas Library Association Annual Conference, Austin, April 20, 2017, Upcoming Presenter, *Multiculturalism and Multiplurality: a New Era in Online Education and Library Services*
- Special Libraries Association – New York chapter, April 4, 2017, Presenter, Webinar, *How Cultural Intelligence (CQ) Makes a Difference in Your Professional Environment*
- Seguimos Creando Enlaces, San Diego, March 9, 2017, *Cultural Intelligence within Spanish Speaking Communities*
- California Library Association Annual Conference, Sacramento, November 5, 2016, Presenter, *Social Networking in Organizational Cultures*
- California Library Association Annual Conference, Sacramento, November 4, 2016, Presenter, *How Cultural Intelligence (CQ) Makes a Difference: Are you Culturally Competent?*
- California School Library Association Southern Region Fall Workshop, Woodland Hills, October 8, 2016, Presenter, *How Cultural Intelligence (CQ) Makes a Difference. Are You Culturally Competent?*
- San Jose State University School of Information, September 20, 2016, Webinar Presenter, *How Cultural Intelligence Makes a Difference: Are you Culturally Competent*
<http://ischool.sjsu.edu/about/webcasts/how-cultural-intelligence-cq-makes-difference-are-you-culturally-competent>
- Promoting and Enhancing the Advancement of Rural Libraries (PEARL) project: Rural & Small Libraries 4-part Webinar Series with Dr. Michele Villagran
<https://pearl.unt.edu/rural-small-libraries-webinar-series-dr-michele-villagran>

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- Ninth Global Studies Conference, June 30, 2016, Presenter, *How Cultural Intelligence (CQ) Makes a Difference: Are you Culturally Competent?*
- Latino Legacy Weekend, Los Angeles, May 28, 2016, Presenter, *Cultural Intelligence*
- Texas Library Association Annual Conference, Houston, April 21, 2016, Presenter, *Cultural Intelligence: Ability to Adapt to New Cultural Settings*
- Texas Library Association Annual Conference, Houston, April 20, 2016, Presenter, *Social Networking in Organizational Cultures*
- Tobias Leadership Conference: A Multi-Sector Forum on the Theory and Practice of Leadership, Indianapolis, April 7-9, 2016, Presenter, *How Cultural Intelligence (CQ) Makes a Difference: Are you Culturally Competent?*
- California Academic & Research Libraries Annual Conference, Costa Mesa, CA, Upcoming April 1-2, 2016, Presenter, *How Cultural Intelligence (CQ) Makes a Difference: Are you Culturally Competent?*
- Fifth International Conference on the Development and Assessment of Intercultural Competence: Intercultural Competence: Traditions and Transitions, University of Arizona, Tucson, January 21-24, 2016, Presenter, *Developing Your Cultural Intelligence: Working Effectively Across Cultures*
- California Library Association Annual Conference, Pasadena, November 7, 2015, Presenter, *How Cultural Intelligence (CQ) Makes a Difference: Are You Culturally Competent?*(103 attendees)
- California Library Association Annual Conference, Pasadena, November 5, 2015, Presenter & Moderator PreConference, *How to Build the Career You Want* (37 attendees)
- New Mexico Library Association Annual Conference, Albuquerque, October 23, 2015, Presenter, *How Cultural Intelligence (CQ) Makes a Difference: Are You Culturally Competent?*
- San Diego Association of Law Libraries, October 20, 2015, Presenter, *Cultural Intelligence & Law Libraries*
- Pacific Northwest Library Association Annual Conference, Vancouver, WA, August 6, 2015, Poster Session, *How Cultural Intelligence (CQ) Makes a Difference: Are you Culturally Competent?*
- Woodbury University Lecturer, Dr. Eric Schockman's class, July 30, 2015. Presenter, *Cultural Intelligence*
- Summer Library Management Conference, June 8-9, 2015, Presenter, *How Cultural Intelligence (CQ) Makes a Difference: Are you Culturally Competent?*
- American Association of Law Libraries, June 4, 2015, Presenter, *How Cultural Intelligence (CQ) Makes a Difference: Are you Culturally Competent?* webinar
- Texas Library Association Annual Conference, Austin, April 14, 2015, Presenter, *Diversity Summit: Integrating Diversity at Personal, Organizational and Professional Levels*
- American Business Women's Association Verdugo-Glen Chapter, Monthly meeting, February 25, 2015, Presenter, *Conflict Management in the Workplace*
- On the Organization Conference, Berkeley, February 19-20, 2015, Presenter, *How Cultural Intelligence (CQ) Makes a Difference: Are you Culturally Competent?*
- LA LISSA, January 31, 2015, Presenter, *LinkedIn: Sharing Your Library World: Success & Failures in the Time of Social Media*

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- Diversity IN Leadership Inaugural Conference, Long Beach, October 24, 2014, Presenter, *How Cultural Intelligence (CQ) Makes a Difference: Are you Culturally Competent?*
- Association of Conflict Resolution Annual Conference, Cincinnati, October 10, 2014, Presenter, *Cultural Intelligence: Are you Culturally Competent? & How to Integrate into Conflict Resolution*
- Texas Library Association Annual Conference, April 11, 2014, Presenter, *Managing Major Library Issues: Practical Tips from the Pros: Conflict Management*
- Texas Library Association Annual Conference, April 8, 2014, Presenter, *How to Build the Career You Want*
- San Diego Association of Law Libraries, January 24, 2014, Presenter, *Conflict Resolution in Law Libraries*
- LAC Group, December 18, 2013, Presenter, *Conflict and Communication* for LAC News Media client
- Dallas Association of Law Libraries, November 13, 2013, Presenter, *Leadership Strategies for the "New Normal" Business of Law*, <http://www.lac-group.com/new-normal-law-libraries-librarians/>
- SLA-San Diego Fall Seminar: Connecting the Dots of Creative Innovations, October 4, 2013 Presenter, *Cultural Intelligence: Are you Culturally Competent?*
- Houston Area Law Librarians, Sept. 19, 2013 Presenter, *Leadership Strategies for the "New Normal" Business of Law*
- UNT CSUN Greater Los Angeles, August 2013 Presenter, *LISSA*
- LAC Group August 15, 2013 Speaker, *Conflict Resolution*, Corporate webinar
- SLA-Oregon, July 17, 2013 Presenter, *Cultural Intelligence: Are you Culturally Competent?*
- Kaiser Permanente Healthcare Obudsman Mediator meeting, April 30, 2013, Presenter, *Cultural Intelligence: Are you Culturally Competent?*
- Information Management Evolution Conference, April 25, 2013 Panelist, *Back in the Business of Business Intelligence*, <http://www.integratedmgt.com/pdfs/IM%20Conference%20Agenda%20--%20April%202013%20%28IMS%29.pdf>
- SLA OR Chapter, April 16, 2013 Speaker, *Emerging Career Paths for Tech Savvy Librarians*
- CLA SpringFling, March 29, 2013 Panelist, *Emerging Career Paths for Tech Savvy Librarians* <http://www.cla-net.org/displaycommon.cfm?an=1&subarticlenbr=569>
- Association of Boston Law Librarians Educational Meeting, March 5, 2013 Speaker, *Leadership Strategies for the "New Normal" Business of Law*
- SCA-CALA (Chinese American Librarian Association) Annual Conference, February 2013 Panelist, *What it Means to be a Librarian in Today's World*
- UCLA Extension, Career Workshop Los Angeles, CA September 2012 Presenter, *Legal Research*
- LAC Group August 2012 Speaker, *Cultural Intelligence: Are you Culturally Competent*, Corporate webinar.
- American Association of Law Libraries Annual Conference July 2012 Boston, MA Speaker/facilitator, *Diversity Symposium: Cultural Intelligence*
- UNT CSUN All School Day Glendale, CA June 2012 Presenter, *Career Trends and Guidance for Students*

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- ALA Anaheim, June 2012 Panelist, *Careers in Federal Libraries*
- UNT CSUN Greater Los Angeles, CA August 2011 Panelist, *Career Opportunities*
- Pasadena Youth Center Adelante Mujer Latina Conference April 2011 Workshop Panelist, *Geek Chicas: Learn More about Librarians*
- SANDALL Fall Workshop San Diego, CA October 2010 Presenter, *Field of Innovation: Mobile Technology*
- Society of Educators and Scholars Conference Costa Mesa, CA October 2009 Presenter, *Development of Global Leaders: Cross-Cultural Management through Cultural Intelligence*
- SANDALL Fall Institute San Diego, CA September 2009 Presenter, *Virtual Reference*
- UNT CSUN Greater Los Angeles, CA August 2009 Presenter, *Information Services as a Career and Evaluate Resources (Print and Online)*
- American Association of Law Libraries Annual Conference July 2009 Washington, DC Speaker/moderator/coordinator, *Running a Business: Practical MBA Solutions for Your Library*
- SCALL Institute Palm Desert, CA March 2009 Presenter, *ADR Research Sources*
- AZALL Legal Research Institute Phoenix, AZ March 2009 Presenter, *Securities: An Introduction and Overview*
- AZALL Legal Research Institute Phoenix, AZ March 2008 Presenter, *Cost-effective Research Strategies for Success*
- UNT Nevada Cohort Las Vegas, NV January 2008 Presenter, *Westlaw 101*
- SANDALL Fall Institute San Diego, CA September 2007 Presenter, *Time Management*
- Texas Library Association Houston, TX April 2006 Speaker/presenter, *Virtual MLS*; Speaker/moderator, *Cool Jobs*