

## **Curriculum Vitae**

**DIANN NEWMAN**

**245 Ridgewood Road**

**Key Biscayne, Florida 33149**

### **Education:**

1996 Licensed by the State of Florida as a Mental Health Counselor

MH 0004123

1979 Ed.D., 1979 Nova Southeastern University; Ft. Lauderdale

Major: Educational Administration

1976 M.Ed., University of Miami Coral; Gables, Florida

Major: College Student Personnel Services

1973 B.S., University of Massachusetts; Amherst, Massachusetts

Major: Human Development

Magna Cum Laude

### **Professional Interest:**

Human Relations, Emotional Intelligence, Leadership Training,

Teambuilding, Diversity

**Professional Experience:**

- 2006 – present            Director of Undergraduate and Graduate Academic Advising, School of Hospitality and Tourism Management, Florida International University.
- 2005 – 2006              Office of Professional Education, College of Business, FIU. Workshop facilitator: Leadership for Decision Makers; Dealing with Difficult People/Effective Confrontation Skills; Emotional Leadership
- 1994 – 2006              Instructor/Academic Advisor, School of Hospitality and Tourism Management, Florida International University, North Miami, Florida. Academic advisor at one of the premier schools of Hospitality Management in the world. Teaching the following courses: HFT 4224 Human Relations in the Hospitality Industry; HFT 4545 Training for Teambuilding; HFT 6246 Organizational Behavior in the Hospitality Industry; HFT 5996 Managing Self and Others.
- 1995 – 2005              Workshop facilitator. The Pankey Institute, Key Biscayne, Florida. Facilitated communications skills workshop for dentists on a monthly basis.
- 1998, 2000 (Summer)    Guest lecture at Ecole hotelier de Lausanne, Lausanne, Switzerland. Taught Self –Esteem for Managers
- 1986 - Present            Certified instructor for Teacher’s Education Institute. Teaching courses for recertification for educators such as Self-Esteem for Educators and Teacher Effectiveness Training.
- 1991 – 2002              Workshop facilitator. Miami Women’s Health Center, Miami, Florida. Conducted monthly self-esteem discussion group and authored monthly column in their newsletter.
- 1987 - 1994              Workshop facilitator for Child Assault Prevention Project; led student workshops throughout Dade County Public Schools.

- 1987 - 1988      Adjunct Instructor, FIU, College of Education.  
  
Responsibilities included coordinating and supervising student teaching program and teaching the senior seminar.
- 1984 - 1991      Adjunct Instructor, FIU, College of Engineering.
- 1981 - 1984      Associate Dean of Undergraduate Studies, FIU.  
  
Coordinated transition from upper-division to four-year university, including the development of policies and procedures. Established lower-division academic advising program and orientation program.
- 1980 - 1981      Assistant Dean of External Degree Program, FIU.  
  
Supervised personnel involved with admissions, registration, and graduation. Liaison to faculty to promote new programs.
- 1978 - 1980      Director of Recruitment and Orientation, FIU  
  
Responsible for new student relations, including primary contact, advisement, and orientation. Designed recruiting materials and advertising campaign.
- 1977 - 1978      Director of Admissions, FIU.  
  
Supervised staff of 20 employees. Streamlined admissions procedure to reduce response time.
- 1976 - 1977      Liaison Officer, FIU.  
  
Developed recruiting brochures and manuals. Toured the State of Florida's twenty-eight community colleges to recruit new students.

1973 - 1975

Primary School Teacher, grades 2 and 3; Abbott School, Miami Beach, Florida.

**Refereed Publications:**

Kay, C. and Newman, D., Spring, 2005 “The Impact of Competency Biases on Human Resource Managers’ Judgment Regarding Food and Beverage and Front Office Management Requisites.” Praxis Journal of Hospitality Management.

Newman, D., Escoffier, M. and Kay, C., 2001, "What do managers read?" Journal of Hospitality and Tourism Education, 12 (2)

Kay, C. Martin, L. and Newman D., Spring/Summer 2000 “A Comparison of Human Resources and Other Managers’ Opinions: Hospitality Management Competencies”. Praxis Journal of Hospitality Management.

**Non-refereed Publications:**

“Human Resource Management: A Customer-Oriented Approach.”

Newman, D. and Hodgetts, R., 1<sup>ST</sup> edition, 1998. Prentice Hall, Inc. New Jersey.

“Psychologically Speaking” Newman, D., Miami Women’s Health Center monthly newsletter 1991 to 2002

“Leaving the Nest, Again” Newman, D., Dimensions Magazine, Spring, 1997 p. 39-41,131

“What to do When Your Kid Isn’t Cool?” Newman, D., Dimensions Magazine, Fall, 1996 p.29-30, 120

“Teach Your Children Well - Raising Children with High Self-Esteem”  
Newman, D., Dimensions Magazine, Winter, 1996. p.39-41, 126-127

“Developing Your Personal Power Issues of Self-Esteem” Newman, D.,  
Audiotape published by UFD Publishing Company, 1993

“Smoothing the Path: How to Recruit Two-Year College Graduates” Newman,  
D., Case Currents, December, 1980

#### **Doctoral Dissertation Committee Membership:**

“Effect of Teambuilding Experience on Students’ Self-Esteem.” 2003 Joseph  
Sung, Educational Administration, Florida International University, Miami,  
Florida

“Employees’ and Managers’ Perceptions of Leadership at Luxury Hotels in  
Barbados”, 1999 Rawle Daniel, Adult Education and Human Resources  
Development, Florida International University, Miami, Florida.

#### **Master’s Thesis Committee Membership**

“Personality and Customer Service: Characteristics of Internal and External  
Customer Service.” 1999 Leisa Martin, Department of Psychology, Florida  
International University. Miami, Florida

“Can a House Divided Stand? A Study of the Relationship Between the Kitchen  
Staff and the Dining Room Staff”. 1999 Alex Chacon, School of Hospitality and  
Tourism Management, Florida International University, Miami, Florida

## **Professional Appearances, Papers Presented**

### National:

“Customer Services Through Better Communication Skills” Jersey Coast Dental Forum. New Jersey. November, 2002

“Moments of Service Teaching Model”, Symposium Presentation International CHRIE 2000 Convention. New Orleans, Louisiana. July 2000

### Regional:

“Making Team Decisions by Consensus” Women In Computer Science (WICS); Miami, Florida. April, 2006

“Trashing Irrational Beliefs” Student Affairs Leadership Summit; Miami, Florida. February, 2006

“Customer Services Through Better Communication Skills” Jersey Coast Dental Forum. New Jersey. November, 2002

“Using Life’s Traumas, Pitfalls and Changes to Find Hidden Treasures.” Miami Women’s Health Center. Miami, Florida. April, 2000

“Customer Services Skills” South Florida Builder’s Association. Ft. Lauderdale, Florida. March, 2000

“Developing Customer Service through Human Relations Skills” Michigan Dental Association. Ann Arbor, Michigan. March, 2000

“Developing Your Personal Power” Polo Club. Boca Raton, Florida. February, 2000

“Customer Service through Human Relation Skills” Nations Bank. Ft. Lauderdale, Florida. March, 2000

“Emotional Intelligence: Managing With Heart” Masters Program PCMA Annual Convention. Orlando, Florida. January, 1999

“Self Esteem” WAMI television station. Miami, Florida. January, 1999

“Women and Self-Esteem” West Boca Medical Center. Boca Raton, Florida. February, 1999.

“Stress Management Training Seminar” Metro-Dade Police Department. Miami, Florida. January 1996, 1997, and 1998.

University-Wide Service:

Undergraduate Curriculum Committee Chairperson for the School of Hospitality and Tourism Management 2003-2006

Honorary Awards and Degrees Committee member 2003-2006

Women’s Mentoring Program 2005-2006

FIU Outstanding Student Leader Award Committee 2003

FIU Committee on Core, General Educational, and Exit Requirement (UBR), 2001-2002

**Search and Screen Committee:**

Faculty for Tianjin Program, Spring, 2006

Associate Director of Career Services, FIU, Spring 2002;

Assistant Vice President of Student Affairs, FIU Summer 2000

University Access and Equity Committee

Diversity Faculty Team Leader, 1999-2000

FIU Student Diversity Awareness Day Planning Committee, 1999-2006

FIU Graduate Grievance Committee 1999-2000

University SAC's Undergraduate Criteria Committee, 1999

FIU Diversity Initiative, Student Affairs, 1999-2000

FIU Honorary Degrees and Awards Committee 1997-2005

FIU Student Awards and Recognition Day Planning Committee, 1998

FIU Emerging Leaders Task Force, 1998

**Community Service:**

Metro-Traffic School, Chairperson, Board of Directors Dade, Broward, and Palm Beach Counties. 1991-2003

Miami Women's Health Center, Authored monthly article for newsletter, "Psychologically Speaking". Facilitates monthly self-esteem discussion group. North Shore Hospital. Miami, Florida. 1991-2002

**Professional Awards:**

Presidential Access and Equity Award, 2006

Faculty Advising Award 1996, 2002

Teaching Incentive Program Award 1998-1999

Faculty Teaching Award 2000

**Grants:**

Service Learning in Diverse Communities Project supported by William K. Kellogg Foundation. Faculty participant, Community Agency evaluator, Campus evaluator.

**Hospitality Industry Consulting:**

Rancho La Puerta. Guest presenter, Tecate, California. March 10-18, 2007/March 18-25, 2006

Marine Hotel Association. High Performance Leadership for Cruise Industry Professionals. Miami, Florida. February, 2006/2007

Crown Plaza Hotel. Assessment of General Manager's human relations and leadership skills. Miami, Florida. July 1999

Housing Trust Group. Teambuilding workshop. Miami, Florida. February 2003.