

CAROLE ISOM-BARNES, Ph.D.

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Isomc@queens.edu

EDUCATION:

DOCTOR OF PHILOSOPHY:

Antioch University

Major: Leadership & Change

Dissertation: *Not So Black and White: The Color of Perception in Corporate Layoffs*

MASTER OF ARTS:

Queens University of Charlotte

Major: Organizational Communication

BACHELOR OF ARTS:

Brandeis University

Double Major: Political Science and Legal Studies

EXPERIENCE:

President/Owner (Leadership and Business Consulting) 2010-present
Xperience Leadership, LLC. (www.XperienceLeadership.com)

Adjunct Faculty/Graduate Thesis Advisor 2005-present
Graduate/Undergraduate Programs
Queens University of Charlotte

Vice President 1991-2015
Bank of America, N.A.

Service Experience:

Board Director, Carolinas College of Health Sciences 2017-present
Subsidiary of Atrium/Carolinas Healthcare System

Advisory Board Member – Mecklenburg County 2017-present
Mecklenburg County Human Resources Advisory Board

Advisory Board Member – UNCC Continuing Education 2017-present
University of North Carolina – Charlotte

Board Governor and Institutional Advancement Chair 2013-present
Antioch University, Executive Committee

BUSINESS COMPETENCIES:

Organizational and Leader Development

Effective leader and organizational enhancement via coaching, training, workshops, and consultation resulting in greater efficiency, improved organizational performance, enhanced team relationships and reduced liabilities.

Risk Management

Successful management of risk teams, in formulating and implementing policy and standards; acting as a strategic planning partner and providing leadership around the line of business's strategy, initiative planning, and financial decisions; ensuring compliance of policies to government and enterprise-wide regulations; influencing peers and managers across organizational lines to take action on complex, technical or sensitive topics with broad impact; developing and maintaining relationships with business partners.

Strategic Planning

Proven strategic business planning skills, leading team in providing competitive and consultative business intelligence to increase product growth; facilitating and coordinating strategic planning brainstorming sessions; conducting market research and industry analysis; capturing data and analyzing trends for identification of strategic direction.

Relationship Management

Extensive partner management skills, to include managing a specialized, executive relationship team responsible for the nationwide communication strategy of the operation and delivery of 18,000 state-of-the-art ATMs; servicing and maintaining \$200M portfolio of specialized relationships; negotiating contracts and monitoring vendor performance to ensure contractual obligations.

Process improvement

Comprehensive experience with large-scale transformation, resulting in reduction of financial exposure and direct cost and time saving opportunities ranging from \$1.9M to \$3.1M in a three-year span; capturing and designing critical processes to reduce risk and legal liabilities, utilizing Six Sigma methodology.

Operations Management

Strong operational skills, leading teams in the management of monthly product volumes, customer transactions, budget targets, and deadlines; overseeing critical processes, such as, problem management, capacity planning and risk management.

CURRENT RESEARCH INTERESTS/TOPICS:

- Organizational Transformation
 - Workplace Technology and Communication
 - Interactive Media and Innovation
 - Narrative Communication (Ethnography, Phenomenology, Autoethnography)
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AREAS OF EXPERTISE:

- Leadership and Change
 - Human Resource Development
 - Organizational Communication
 - Strategic Communication
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BUSINESS & COMMUNICATION COURSES TAUGHT:

- Team Building and Group Dynamics (undergraduate)
 - Conflict Management (undergraduate)
 - Business Speaking and Presentation (undergraduate)
 - Business and Technical Writing (undergraduate)
 - Launching Passion into Practice (core graduate)
 - Constructing Messages and Audiences (core graduate)
 - Communication Fluency (core graduate)
 - Communicating Mindfully (core graduate)
 - The Social Creation of Organizing (core graduate)
 - Expanding Communication Boundaries (core graduate)
 - Interactive Media and Storytelling (specialty graduate)
 - Organizations, Technology and the Changing Nature of Work (specialty graduate)
 - Leadership, Empowerment and the Management of Meaning (specialty graduate)
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HONORS AND AWARDS:

- Professional Leadership and Development Award, Bank of America
- Outstanding Leadership Award, Bank of America

- Outstanding Participation Leadership Award, United Way and Bank of America

LICENSES AND CERTIFICATIONS:

- Certified Wiley Education Services Online Teaching Strategies
 - Certified Six Sigma Green Belt (quantitative methodology)
 - Certified Leading the Way - Institute for Volunteer Leadership
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PUBLICATIONS:

Isom-Barnes, C. (2012). *Layoff: American Dream Interrupted*. Charlotte: Xperience Leadership.

Isom-Barnes, C. (2011). Unemployment Disparities: Employee Insight and Personal Perspectives. In P. Graham (Ed.) *Faces of Reality: the State of the Ethnic Charlotte* (pp.59-64). Charlotte: Urban League of the Central Carolinas, Inc.

PROFESSIONAL PRESENTATIONS/PAPERS:

Isom-Barnes, C. (2018). "Eight Dimensions of DiSC Leadership." Featured Speaker, Mecklenburg County.

Isom-Barnes, C. (2018). Reviewer, Carolinas Communication Association Conference, Charlotte, NC.

Isom-Barnes, C. (2018). Commencement Speaker, Antioch University, Santa Barbara, CA.

Isom-Barnes, C. (2017). "Leadership to the Second Power." Keynote speaker, Charlotte Mecklenburg Library.

Isom-Barnes, C. (2017). "Workplace Learning: Mentoring in the 21st Century." Keynote speaker, Charlotte Mecklenburg Library.

Isom-Barnes, C. (2016, July 12). "Creating Sacred Moments and Healing in Secular Spaces." Invited panelist, Antioch University.

Isom-Barnes, C. (2016), Commencement Speaker, Antioch University, Yellow Springs, Ohio.

Isom-Barnes C. (2014). Commencement Speaker, Antioch University, Keene, NH.

Isom-Barnes, C. (2013, May 17). "Behavioral Competencies to Lead Effectively." Featured panelist, Charlotte Chamber of Commerce, Charlotte, North Carolina.

Isom-Barnes, C. (2012, November 18). "The Contribution of Early Life Socialization Messages of African Americans to Corporate American Leadership." Invited individual presentation and panelist. National Communication Association Convention, Orlando, Florida.

Isom-Barnes, C. (2012, October 26). "Not So Black and White: The Color of Perception in Corporate Layoffs." Business Symposium. International Leadership Association Convention, Denver, Colorado.

Isom-Barnes, C. (2012, June 19). "Process Redesign: Banking." Guest lecturer, Wake Forest University School of Business, Charlotte, North Carolina.

Isom-Barnes, C. (2012, May 24). "Time and Project Management." Invited presentation/training for Exodus Foundation, Charlotte, North Carolina.

Isom-Barnes, C. (2011, October 20) "Faces of Reality: the State of the Ethnic Charlotte." Featured panelist, Levine Museum of the New South, Charlotte, North Carolina.

Isom-Barnes, C. (2011, April 16) "Is Your Lantern Lit?" Invited individual presentation for a leadership workshop. Mount Carmel Baptist Church, Charlotte, North Carolina.

Isom-Barnes, C. (2009, January 24) "Changes in Uncertain Times." Invited individual presentation. Queens University, Charlotte, North Carolina.

Isom-Barnes, C. (2008, May) "You Decide." Invited individual presentation, Charlotte-Mecklenburg Schools (Northwest Middle School), Charlotte, North Carolina.

Isom-Barnes, C. (2005, November 19) "Representing in Underrepresented Dominant-Culture Organizations: An Ethnography of Corporate Women Executives." Invited individual presentation. National Communication Association Convention, Boston, Massachusetts.

Isom-Barnes, C. (2004, July 24) "Representing in Underrepresented Dominant-Culture Organizations: An Ethnography of Corporate Women Executives." Invited panel discussion presentation. Queens University, Charlotte, North Carolina.

Isom-Barnes, C. (2004, April 24) "Leading with Emotional Intelligence." Invited presentation/training for a quarterly leadership workshop. Mount Carmel Baptist Church, Charlotte, North Carolina.

Isom-Barnes, C. (2004, March 3) "Leading, Directing and Planning your Financial Future, Part 1." Seminar. Mount Carmel Baptist Church, Charlotte, North Carolina.

Isom-Barnes, C. (2004, March 17) "Leading, Directing and Planning your Financial Future, Part 2." Seminar. Mount Carmel Baptist Church, Charlotte, North Carolina.

Isom-Barnes, C. (2003, June 7) "The Power of Money Management: Planning for Your Financial Future." Invited training for quarterly workshop. Mount Carmel Baptist Church, Charlotte, North Carolina.

PROFESSIONAL AND AFFILIATE LEADERSHIP:

Provided executive level team leadership and management in education, business, community, and professional settings:

Professional Leadership:

- Vice President – Risk Management, Bank of America
- Vice President – Consumer Operations, Bank of America
- Vice President – Digital Channels, Bank of America
- Vice President – Strategic Engagement, Bank of America
- Vice President – Credit Card Services, Bank of America
- Assistant Vice President – Vendor Management, Bank of America

Affiliate Leadership (Past and Present):

University of North Carolina (UNCC) Continuing Education Advisory Board (present)

Carolinas College of Health Sciences Board of Directors (present)

Antioch University Board of Governors, Executive Committee Member (present)

Mecklenburg County Human Resources Advisory Board, Member (present)

Antioch University Board of Governors, Chair of Institutional Advancement (present)

Women Executives of Charlotte, Member (present)

International Leadership Association, Member (present)

National Communication Association, Member (present)

Antioch University Board of Governors, Chair of Chancellor Goals (past)

Women's Leadership Initiative, Member (past)

African American Leadership Forum, Leader (past)

Good Cents Financial Ministry, Leader (past)

African American Networking Initiative, Member (past)

Toastmasters International, Member (past)

Community Leadership (Past):

Women Executives of Charlotte and Johnson C. Smith University Liaison (past)
Charlotte Chamber of Commerce, Workforce Development and Education
Committee, Member (past)
Women Initiating and Nurturing Growth through Scholarships (WINGS), Mentor
(past)
Urban League Central Carolinas (State of Ethnic Affairs), Member (past)
Mecklenburg County Board of Elections, Contributor (past)
Consumer Credit Counsel Board, Member (past)
The Power of Girls Mentor, Member (past)
Communities in School, Mentor (past)
Hornet's Nest Girl Scout Troop, Leader (past)
Urban Ministries of Charlotte Food, Server (past)
United Way of the Carolinas, Account Executive (past)
Arts & Science Council, Account Executive (past)
South Carolina Business Week Business, Advisor (past)