

Leadership without Borders: Preparing Leaders for the State, Nation, and World

The Seventh Annual General Hugh Shelton Leadership Forum



November 7, 2008
McKimmon Conference and Training Center
North Carolina State University, Raleigh, NC

Presented by:

**Office of Extension,
Engagement, and
Economic Development**

The General Hugh Shelton Leadership Forum

is an annual seminar series that focuses attention on the importance of leadership development. The Forum is a program offering of the General Hugh Shelton Leadership Center administered by the NC State University Office of Extension, Engagement, and Economic Development. As Executive Director, General Shelton is committed to developing values-based leadership skills to enhance corporate, education, and youth development organizations. The General Hugh Shelton Leadership Center offers education scholarships, as well as executive, faculty, student, and youth development conferences.

Our mission is to inspire, educate and develop values-based leaders committed to personal integrity, professional ethics, and selfless service. To learn more visit our website at

www.ncsu.edu/sheltonleadership

General Hugh Shelton



General Henry Hugh Shelton, U.S. Army, Retired, served as the 14th Chairman of the Joint Chiefs of Staff from 1997 until his retirement in 2001. The NC State alumnus and Tarboro native is a decorated combat veteran of the Vietnam War

and was the first member of the elite U.S. Army Special Forces—the Green Berets—to rise to the nation’s top military post. Before serving as the principal military advisor to the President, the Secretary of Defense and the National Security Council, General Shelton was Commander-in-Chief of the U.S. Special Operations Command, overseeing the Green Berets and the Navy Seals. General Shelton earned his commission through the Reserve Officers Training Corps at NC State, where he graduated in 1963 with a degree in textile engineering. He also earned a Master of Science degree from Auburn University before completing his training at the Air Command and Staff College and the National War College. The General now leads NC State’s General Hugh Shelton Leadership Center and serves as a powerful example of leadership excellence. In September 2002, he was awarded the Congressional Gold Medal by the United States Congress.

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Schedule At A Glance

7:30-8:15 a.m.

Registration and Refreshments

8:15-9:45 a.m.—Room 2

Annual Shelton Leadership Seminar:
Dr. Thomas P.M. Barnett

Positioning Leadership from a Global Leadership Environment Perspective

10:00-11:15 a.m.

Concurrent Sessions:

- *Creating Competitive Advantages through Employee Character and Organizational Culture Alignment—Room 8*
- *CEO Perspectives: Essential Knowledge, Skills and Abilities for Leaders of Distinction—Room 3*
- *Global Readiness: Connecting University Resources to Regional Needs—Room 6*
- *The Integrity Divided: Enhancing Credibility to Build Effectiveness—Room 4*
- *Forward Thinking: Taking a Global Approach on K-12 Education—Room 5*

11:30 a.m.-12:15 p.m.

Super Seminar:

Hilda Pinnix-Ragland

Revisiting the Glass Ceiling: Perspectives on Preparing Leaders for the State, Nation and World—Room 6

11:30 a.m.-12:30 p.m.

Concurrent Sessions:

- *Small Businesses in a Flat World—Room 3*
- *Global Readiness: Higher Education’s Deliverables to Regional Partners in Education, Economic Development, and Workforce Development—Room 8*
- *Using the Baldrige Criteria for Performance Excellence as a Business and Leadership Model—Room 232*
- *Leadership Research Panel—Room 4*
- *Practicalities of Forward Thinking: Leadership in K-12 Education—Room 5*

12:30-1:30 p.m.—Room 1

Luncheon: General Hugh Shelton, presiding

1:45-3:00 p.m.—Room 2

Keynote: **Cal Ripken**

The Keys to Perseverance

“Positioning Leadership from a Global Leadership Environment Perspective”

Just three days after our presidential election, Dr. Tom Barnett will share his perspectives on the “global leadership environment.” With policy expertise integrating national security with social, economic, and cultural dimensions, Dr. Barnett will address how a “connectedness” and entrepreneurial strategy will impact critical societal issues.

Concurrent Sessions: 10:00-11:15 a.m.

Room 8

Creating Competitive Advantages through Employee Character and Organizational Culture Alignment

Speakers:

David Snyder

Author, How to Hire a Champion

Lani Hay

President and CEO, Lanmark Technology (LMT), Inc.

John F. Norris, Jr.

President and CEO, Fuel Tech, Inc.

Moderator:

Jon Hamm

Director, Community Development and Public Affairs, Embarq

With economic concerns, a common question asked of professionals is, “What services, abilities, and skills do I and my organization possess that provides a competitive advantage over competitors?” During this session, professionals in the field will share their perspectives on “competitive advantage” and bottom-line impact of personal character.



Room 3

CEO Perspectives: Essential Knowledge, Skills and Abilities for Leaders of Distinction

Speakers:

Robert J. Barker, Jr.

President, Bob Barker Company, Inc.

Bill H. Laughlin

CEO, Orion ICG

Moderator:

Randy Nelson

President and CEO, NSTAR Global Services

Although CEOs lead with varying strategies, policies, and organizational structures, many successful leaders exemplify similar traits and philosophies that have resulted in corporate success. CEOs will share their perspectives on distinctive leadership traits and actions that have guided their corporate legacies.

Room 6

Global Readiness: Connecting University Resources to Regional Needs

Speakers:

Dr. James L. Oblinger

Chancellor, North Carolina State University

Dr. Scott Ralls

President, North Carolina Community College System

Room 4

The Integrity Divided: Enhancing Credibility to Build Effectiveness

Speaker:

Dr. Tony Simons

Associate Professor, Organizational Management, Communication and Law Area, Cornell University

Harvey A. Schmitt

President and CEO Greater Raleigh Chamber of Commerce

Moderator:

Leslie Boney

Associate Vice President for Economic Development Research, Policy & Planning, UNC General Administration

During this session, experts will discuss how universities can assist the region in accessing knowledge about global issues, drawing on faculty research and teaching, international connections, workforce development, and cultural outreach. According to the Council on Competitiveness (2008), “Higher education is both global—embedded in global knowledge networks and held to international standards of scholarship—and local—closely tied to a specific region through its impact on the local economy, its contribution to the regional labor force and the connections it has with local businesses. It therefore can serve as a bridge between the regional and global knowledge flows.”

Moderator:

Jill Heath

President and CEO, Mulkey Engineers and Consultants

Believing a person or company lives by their word is essential to their leadership and service. A study of 76 hotels shows the bottom-line impact of leader credibility on service, turnover, and profit. This seems like common sense—but most of us undermine our credibility in a thousand small and large ways. Insights about credibility traps and how to avoid them are derived from over 100 interviews with leaders and coaches. During this session Dr. Simons will share the results of his research and engage the audience in discussion about how it can enhance your bottom line.

Room 5

Forward Thinking: Taking a Global Approach on K-12 Education

Speaker:

Clark Plexico

Founder and President, International Strategies, Inc.

Moderator:

Dr. Glenn Kleiman

Executive Director, Friday Institute for Educational Innovation

During this session, Clark Plexico will address the necessity of K-12 education adopting forward thinking, global approach in order to best meet the needs of our children's education, enabling them to be better prepared as leaders of tomorrow.

Super Seminar: 11:30 a.m.-12:15 p.m.

Room 6

Revisiting the Glass Ceiling: Perspectives on Preparing Leaders for the State, Nation and World

Speakers:

Hilda Pinnix Ragland

Vice President-Northern Region, Progress Energy

Introduction:

NC First Lady Mary Easley

Executive in Residence

Returning to the forum by audience request, Hilda Pinnix-Ragland will share her perspectives on how leaders today need to re-assess the "glass ceiling" and its impact on the growth and sustainability of organizations, while preparing diverse leaders for the state, nation and world in the future.

Concurrent Sessions: 11:30 a.m.-12:30 p.m.

Room 3

Small Businesses in a Flat World

Speakers:

Eran Salu

Managing Director, Business Leader Media

Larry Lytle

Executive Director, Upper Coastal Plain Business Development Center

Moderator:

Dr. Bailian Li

Vice Provost for International Affairs, North Carolina State University

During this session, business leaders will discuss international opportunities and issues for small businesses to consider while planning for financial success and regional economic impacts.

Room 8

Global Readiness: Higher Education's Deliverables to Regional Partners in Education, Economic Development, and Workforce Development

Speakers:

Dr. Larry A. Nielsen

Provost, North Carolina State University

Dr. Linda Brady

Chancellor, UNC Greensboro

Dr. J. Ted Morris

Associate Vice Chancellor for Economic Development, East Carolina University

Moderator:

Tom White

Director of Economic Development, North Carolina State University

During this session, panelists will focus on the practical applications for how universities and community colleges can provide leadership to link regional economic development and educational organizations to the global knowledge and skills needed to compete in the 21st century.

Room 232

Using the Baldrige Criteria for Performance Excellence as a Business and Leadership Model

Speakers:

Wayne Tindle

Program Director, North Carolina Awards for Excellence

Dr. Teresa Helmlinger Ratcliff

Assistant Vice Chancellor, Extension and Engagement; IES Executive Director, NC

In today's volatile economy it is critical to have a comprehensive business model that aligns all efforts with the mission and vision of the organization to satisfy customers and be competitive in the marketplace. Implementing the Baldrige business model produces high performance and sustainability through short- and long-term performance improvement. In this session you will learn and experience how the Baldrige model can help your organization become more customer-focused, process-oriented, and results-driven with a motivated and engaged workforce.

Public and private sector leaders will share lessons learned during their journey and how they used the Baldrige model for performance improvement.

Room 4

Leadership Research Panel

Speakers:

David Chamblee & Terry Zhu

NC A&T State University

Applying Six Sigma Methodologies from Corporate America to Higher Education Institutions

Sybil Henderson and Sue Florence

NC A&T State University

Leading Educational Institutions toward Sustainability

Renee Martin

NC A&T State University

The Influence of Emerging Technologies, Leadership Styles and Organizational Culture on Information Technology Organizational Structures in Higher Education

Gwen Wright

Duke University

Examining the Intersection of Gender, Race and Class: A Study of African American Women Presidents at Four-Year Colleges and Universities

Moderator:

Dr. Tony Simons

Associate Professor, Organizational Management, Communication and Law Area, Cornell University

Dr. Simons will moderate exciting graduate student research, presented in cooperation with North Carolina A&T State University's Leadership Studies Ph.D. Program, highlighting the importance in using contemporary leadership research to develop more effective leadership practice in community organizations, agencies and companies.

Speaker:

Bill McNeal

Executive Director, NCASA

Moderator:

Dr. Ann Denlinger

President, Wake Education Partners

Bill McNeal will provide practical application methods based out of his professional experience in K-12 education and his recent book titled, *A School District's Journey to Excellence: Lessons From Business and Education*, that have shown to reap great benefits to all constituents while taking action on a forward thinking global approach to K-12 education in a variety of communities.

Room 5

Practicalities of Forward Thinking: Leadership in K-12 Education

Luncheon Agenda: 12:30-1:30 p.m.

Room 1

Welcome	General Hugh Shelton
Posting of Colors	Army ROTC, NC State University
Introduction of Guests and Recognition of Scholarship Recipients	Vice Chancellor James Zuiches
Patriotic Tribute	Brian Megilligan, Pianist
Closing Remarks	General Hugh Shelton

Keynote: 1:45-3:00 p.m.

Room 2

“The Keys to Perseverance”

Keynote Speaker:

Cal Ripken

Baseball's Iron Man and Hall of Famer

Featured Speakers

Dr. Thomas P.M. Barnett



Thomas P.M. Barnett, Senior Managing Director of Enterra Solutions, LLC, is a strategic planner who has worked in national security affairs since the end of the Cold War. A New York Times bestselling author and a nationally-known public speaker who's been profiled on the front-page of the *Wall Street Journal*, Dr. Barnett is in demand within government circles as a forecaster of global conflict and an expert on grand strategy, as well as within corporate circles as a management consultant, and as a conference speaker on issues

relating to international security and globalization. Dr. Barnett currently serves as a Distinguished Strategist at the Oak Ridge Center for Advanced Studies at the Oak Ridge National Laboratory, and as a Visiting Scholar at the Howard W. Baker Center at the University of Tennessee. He has also written for *Esquire* magazine, *Wired* and the *Washington Post*; he has been a Contributing Editor for *Esquire* magazine since the beginning of 2005. He recently received the Best Political Writing Award (2007) and is currently writing for the most recent issue of "Good" Magazine.

Dr. Barnett is best known as the author of *The Pentagon's New Map: War and Peace in the Twenty-First Century* (New York: G.P. Putnam's Sons, 2004). His latest book is *Blueprint for Action: A Future Worth Creating*, also published by G.P. Putnam's Sons.



Hilda Pinnix-Ragland



Hilda Pinnix-Ragland is Vice President-Northern Region for Progress Energy, a Fortune-250 electric and energy company headquartered in Raleigh, NC. In that role, she has responsibility for community relations and distribution service to over 500,000 customers in a 16-county region area that includes the corporate headquarters. Ms. Pinnix-Ragland also serves as vice chair of Progress Energy's Corporate Diversity Council. She joined Progress Energy, then Carolina Power & Light, in 1980 and has served in a variety of positions in the company's

communications, customer operations, customer service, economic development, management services, treasury and auditing functions. She has been an officer of the company since 1998. Ms. Pinnix-Ragland received a bachelor's degree in accounting from NC A&T State University (graduating magna cum laude) and a master's degree in business administration from Duke University. Among numerous honors and awards, she received the 2008 NC 4-H Lifetime Achievement Award, 2007 James E. Stewart Award – the highest award given each year by the American Association of Blacks in Energy, 2006 L. Richardson Preyer Alumni Award from Leadership North Carolina, she was chosen by the General Federation of Women of North Carolina to be a 2006 recipient of the Women of Achievement Award, and she was elected Chair of the State Board of Community Colleges in July, 2005 and again in 2007. Ms. Pinnix-Ragland serves on the board of directors for the American Association of Blacks in Energy (former national chair), the Downtown Raleigh Alliance board of directors (former chair), and on the Wake Education Foundation board of trustees (chair).

Keynote Speaker

Cal Ripken



Cal Ripken is baseball's all-time "Iron Man." He retired from baseball in October 2001 after 21 seasons with the Baltimore Orioles. His name appears in the record books repeatedly, most notably as one of only eight players in history to achieve 400 home runs and 3,000 hits. In 2007, Mr. Ripken broke another record, by being elected to the Baseball Hall of Fame with the highest percentage of votes in history. Mr. Ripken's name has become synonymous with strength, character, endurance, and integrity. His philosophy of working hard, playing with passion and enjoying the game has made a tremendous impact on the sport, and on fans everywhere. In 1999, Babe Ruth League, Inc. changed the name of its largest division (5-12 year-olds) from Bambino to Cal Ripken Baseball. Presently, over 700,000 youths play Cal Ripken Baseball worldwide. Now Mr. Ripken is using the platform that baseball has provided him to help grow the game he loves at the grassroots level. This next phase of his life includes the construction of a one-of-a-kind baseball complex in his hometown of Aberdeen, MD. Mr. Ripken has always placed a strong focus on giving back to the community. In 2001, he and his family established the Cal Ripken, Sr. Foundation, in memory of the family's patriarch. The foundation has teamed up with NikeGo, the non-profit arm of Nike, to donate baseball and softball equipment worth over \$1 million to school systems across the country. Most recently, Mr. Ripken has been named as a special envoy for the U.S. State Department, promoting teamwork and cross-cultural communication.



Biographical Summaries

Robert J. Barker, Jr.



Robert Barker, Jr. is the President of Bob Barker Company, America's leading detention supplier to jails and prisons, located in Fuquay-Varina, NC. He is a summa cum laude gradu-

ate of the Wharton School at the University of Pennsylvania. Three years after his graduation, he returned to the "jail supply" business founded by his father, Bob Barker, and has worked in many areas of the company learning all aspects of the business. In March of 2005, Mr. Barker was promoted to President of Bob Barker Company. In addition to managing the day-to-day operations of the company, Mr. Barker is also responsible for imparting the company vision and mission as well as leading the development, coordination, and implementation of the company's strategic plan. In 2006, he led and coordinated all facets of the merger and acquisition of the company's major competitor, further securing the company's position as America's leading detention supplier.

Dr. Linda P. Brady



Dr. Linda Brady became the 10th Chancellor of the University of North Carolina at Greensboro on August 1, 2008. Previously she served as Senior Vice President and Provost at

the University of Oregon. From 2001 to 2006 Dr. Brady was Dean of the College of Humanities and Social Sciences at North Carolina State University. Earlier she led the Sam Nunn School of International Affairs at the Georgia Institute of Technology. Dr. Brady held several positions in the U.S. Departments of State and Defense between 1978 and 1985. Her responsibilities included mutual and balanced force reductions, theater nuclear forces, and international logistics. Her research focuses on international negotiation and arms control. A recipient of the Department of State's Superior Honor Award, Dr. Brady also is a two-time recipient of the Department of the Army's Outstanding Civilian Service Award. She held the Olin Distinguished Professorship in National Security at the U.S. Military Academy and served as Senior Fellow for International Security and Arms Control at the Carter Center of Emory University. Dr. Brady received degrees in political science from Douglass College, Rutgers University, and The Ohio State University.

David L. Chamblee, Jr.



David Lee Chamblee, Jr. has over 15 years of engineering and leadership experience with various fortune 500 companies. He also has several years of experience as an adjunct

professor. Mr. Chamblee taught technology and engineering courses at Bowling Green State University and North Carolina A & T State University. He is Six Sigma certified as a Green Belt and Black Belt. As a result of these vast experiences in corporate America and academia, Mr. Chamblee believes that he has acquired the needed knowledge and experience to contribute to the growth and development in the field of leadership. He is a candidate for the Ph.D. in Leadership Studies at North Carolina A & T State University. Mr. Chamblee graduated magna cum laude with a B.S. in industrial technology with a concentration in manufacturing systems from North Carolina Agricultural and Technical State University. He also earned a M.S. in industrial technology with a concentration in quality assurance from Bowling Green State University.

Carrie "Sue" Florence



Carrie "Sue" Florence, NBCT, is currently School Improvement Specialist for the Orange County Schools in Hillsborough, NC and a second-year student in the Leadership Studies

Ph.D. program at North Carolina Agricultural and Technical State University. She holds a bachelor's degree in early childhood education from Fayetteville State University and a master of education from North Carolina Central University. Ms. Florence also completed additional certification requirements in learning disabilities and supervision at the University of North Carolina at Chapel Hill. She served as a classroom teacher for 23 years before becoming Orange County Schools' Teacher on Special Assignment. She also served as Coordinator of New Teacher Support, Director of Classified Personnel and Staff Development. Ms. Florence is a National Board Certified Teacher. As a Teacher on Loan to the North Carolina Department of Public Instruction in Raleigh, she coordinated the North Carolina National Board Certification process.

Lani Hay



Lani Hay is the President and CEO of Lanmark Technology (LMT), Inc. LMT is an SBA 8(a) certified, woman-owned, service-disabled veteran-owned, small disadvantaged

business providing information technology services, program management oversight, and administrative support. In five years, Ms. Hay has grown LMT from a one-woman consulting firm to a multi-million dollar technology enterprise providing services and systems strengthening the federal government. Ms. Hay's leadership, hard work, ethical business is highlighted and recognized through several awards, including the Small Business Administration's 2007 "National Minority Small Business Person of the Year" and Office Depot's "Businesswoman of the Year." Also in 2007, LMT was recognized with the "Department of Defense Service-Disabled Veteran-Owned Small Business" Achievement Award, Women Impacting Public Policy (WIPP) recognized LMT with its "Diversity Leadership" Award, and *Entrepreneur Magazine* ranked LMT as the "7th Fastest Growing Women-owned Firm" in the United States. Ms. Hay holds a bachelor of science degree in mathematics from the United States Naval Academy, a M.B.A. from the College of William and Mary's Mason School of Business, and a master's certificate in government contracting from George Washington University.

Sybil Henderson



Sybil Henderson is currently Assistant Dean of Administration and Budget in the School of Business at North Carolina Central University (NCCU), as well as a second-year

student in the Leadership Studies Ph.D. program at North Carolina Agricultural and Technical State University. She is also a Certified Public Accountant (CPA) with 23 years of corporate work experience including Internal Auditor, Manager of Employee Accounting, and Senior Manager-Operations Planning and Analysis. Ms. Henderson was awarded a U.S. Patent for Invention on the Method and System for Processing Employee Expense Vouchers. She holds a M.B.A. from Duke University's Fuqua School of Business and an undergraduate degree in accounting from North Carolina Central University. She currently serves on the Board of

Biographical Summaries

Directors of RTP Federal Credit Union and holds membership in the North Carolina Association of Certified Public Accountants and the National Association of Black Accountants.

William H. Laughlin



William Laughlin is CEO of Orion ICG headquartered in Cary, North Carolina. He is a graduate of the United States Naval Academy and a former Navy Pilot. Since leaving the service he has been involved in the start-up of 9 companies with many of them receiving accolades for their growth and success. Orion International (a division of Orion ICG), was founded in 1991 and is the largest military placement firm in the U.S., placing separating military veterans into over 3,000 corporations nationwide. Mr. Laughlin has served on the Advisory Board for the Department of Labor and is a charter member of the Raleigh-Durham Entrepreneurial Organization.

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Larry Lytle



Larry Lytle is Executive Director of a small business incubator serving the upper coastal plain region of Eastern North Carolina. In this role, he works in collaboration with the University

and Community College System to advise and counsel start-ups and existing small businesses in developing business plans and implementing global marketing strategies. Mr. Lytle's core expertise is forming strategic alliances, business start-up and turnaround strategies, branding and positioning, and facilitating collaborative relationships among business, government, academic, and non-profit organizations. He has a broad international background and serves as Vice President of Government Affairs on the Board of the North Carolina-Chinese Business Association (NC-CBA), as well as Vice President on the Board of the North Carolina Business Incubation Association (NCBIA). Mr. Lytle has also served as Executive Director of the World Trade Center North Carolina, and President and CEO of GlobeNet Technologies and UnixWare Technology Group. He has held senior marketing and business development positions with leading technology companies such as Hewlett-Packard, AT&T, Novell, and Nortel Networks.

Renee H. Martin



Renee High Martin is a doctoral student in the Leadership Studies program at North Carolina Agricultural and Technical State University. She received her M.B.A. from the University of North Carolina

at Greensboro and her B.A. in mathematics from the University of North Carolina at Charlotte. Ms. Martin's area of interest is the study and application of leadership in information technology organizations within higher education. Renee is an IT Director at North Carolina A&T State University where responsibilities include the Enterprise Resource System (ERP), the University's Website and Enterprise.

Bill McNeal



Bill McNeal became Executive Director of the North Carolina Association of School Administrators (NCASA) on July 1, 2006, after retiring June 30 from his post as Superintendent

of the Wake County Public School System. In his current role, he leads the membership association that serves almost 7,000 public school administrators from all 115 school districts in North Carolina. Mr. McNeal is a rarity in public education. He is a "home-grown" superintendent who experienced the entire 30-year history of the consolidated Wake County Public School System, from the classroom to the boardroom. Aside from his current role and brief stints in the military and a Connecticut school, his entire professional career was devoted to Wake County students. Mr. McNeal focused all of the school system's energies on meeting the goal of having 95 percent of third- and eighth-grade students at or above grade level. He helped narrow the achievement gap while continuing to challenge Wake County's most advanced students.

Dr. J. Ted Morris



Dr. J. Ted Morris currently serves as Associate Vice Chancellor for the Office of Engagement, Innovation and Economic Development at East Carolina University in Greenville, North Carolina.

In this role, Dr. Morris serves as the university's

senior administrator charged with engaging university resources with industry, government and communities to foster economic growth while expanding the campus' teaching, research, and outreach enterprises. Over the four years prior, Dr. Morris served as Director of NC State University's Economic Development Partnership working with faculty and the economic development community to pioneer a new model of university-centric, cluster-based economic development. He holds undergraduate and terminal degrees from NC State University.

Dr. Larry A. Nielsen



Larry Nielsen is Provost and Executive Vice Chancellor at North Carolina State University, a position he has held since January 2005. Previously he was Dean of the College of

Natural Resources at NC State (2001-2004), Director of the School of Forest Resources at The Pennsylvania State University (1994-2001) and a faculty member and later head of the Department of Fisheries and Wildlife Sciences at Virginia Tech (1977-1994). Dr. Nielsen holds degrees from the University of Illinois (B.S.), University of Missouri (M.S.), and Cornell University (Ph.D.) He was appointed to the National Advisory Committee for FIPSE, U.S. Department of Education, in 2008. Dr. Nielsen serves on the Board of Directors of the National Council for Science and the Environment, and the World Forestry Center in Portland, Oregon. As Provost, he holds directorships in various educationally related groups in the Research Triangle Park region.

John F. Norris, Jr.



John F. Norris, Jr. is President and Chief Executive Officer of Fuel Tech, Inc. He attended North Carolina State University on a football scholarship and graduated with a B.S.

in nuclear engineering. After serving 10 years as an officer and fighter pilot in the U.S. Air Force, he joined Duke Power Company in 1982 as an Assistant Engineer, progressing to Engineering Manager by 1988. Mr. Norris became President and CEO of Duke Engineering & Services in 1989 and then in 1998 he was named Senior Vice President of Duke Energy Corporation and Chairman and CEO of Duke Energy Global Asset Development. In 1999 he left Duke Energy to become President and COO of the American

Biographical Summaries

Bureau of Shipping Group before joining American Electric Power (AEP) as Senior Vice President, Operations and Technical Services, managing all of AEP's non-nuclear wholesale assets. Mr. Norris left AEP in 2003 to become a consultant in energy-related industries. He was named President and CEO of Fuel Tech in February 2006. Mr. Norris has served on the Board of Directors of a number of companies and not-for-profit organizations, including the North Carolina Zoological Society (Chairman 1996-1998) and his current role on the Board of Advisors to the Department of Nuclear Engineering at North Carolina State University. Mr. Norris is a registered professional engineer in Ohio, North Carolina and Alabama.

Dr. James L. Oblinger



James L. Oblinger is Chancellor of North Carolina State University. Dr. Oblinger has promoted accessible, affordable higher education, focusing on science, technology,

engineering and math (STEM) disciplines; has increased international partnerships, providing educational and exchange opportunities for campus and community leaders; and has encouraged on-campus collaboration between government, business, industry and higher education to address critical and emerging issues. Through his leadership, NC State completed a successful capital campaign, raising \$1.3 billion for the university. Dr. Oblinger serves on several boards, including the J. William Fulbright Foreign Scholarship Board, President of the Academic Consortium 21 (AC21) and the Board of Directors of the National Association of State Universities and Land-Grant Colleges (NASULGC). Dr. Oblinger received his B.A. from DePauw University in bacteriology and his M.S. and Ph.D. in food technology from Iowa State University.

Clark Plexico

Clark Plexico is the Founder of International Strategies, Inc., which focuses on globalization and the impact of international events, trends and culture on business, education and public policy. Participants are provided new skills and strategies for successful business ventures, educational endeavors, and in developing and maintaining effective and efficient multinational teams. Mr. Plexico brings a rich and diverse professional background to his work with clients, having experience as an international entrepreneur,

elected official and corporate executive. He is a founding benefactor, facilitator and faculty member for the Central Eurasia Leadership Academy (CELA), held in Istanbul, Turkey. Highly involved in the life of North Carolina and serving on many state-wide boards, Mr. Plexico is also a member of the Society of International Business Fellows, the Global Network Foundation, and the Royal Institute of International Affairs (Chatham House) in London. He earned his master's degree in international relations from the University of Southern California's London Program, studied Middle East politics, religion and culture at Tehran University and the Royal Academy of Philosophy, and is a graduate of the Middlebury College School of Arabic. His undergraduate degree in political science is from the University of the South in Sewanee, Tennessee.

Dr. R. Scott Ralls



Dr. R. Scott Ralls became President of the North Carolina Community College System on May 1, 2008 after having served as President at Craven Community

College for five years. Prior to that, he was the Vice President for Economic and Workforce Development at the NC Community College System, Director of Economic Development at the System Office, and a director at the North Carolina Department of Commerce. He obtained a Ph.D. in industrial and organizational psychology and a master of arts in industrial/organizational psychology, both from the University of Maryland, and a B.S. in industrial relations and psychology from the University of North Carolina at Chapel Hill.

Dr. Teresa Helmlinger Ratcliff, PE



Teresa Helmlinger Ratcliff is the Assistant Vice Chancellor and Executive Director of NC State University's Industrial Extension Service. The Industrial Extension

Service marshals university, state, and federal resources to meet innovation enhancements, process improvements, technology transfer and the professional development needs of small and medium industries. Prior to joining the administration of NC State, Dr. Ratcliff had

a 20-year career with Carolina Power & Light Co., spanning 11 jobs, primarily in the distribution and customer service functions of the company. Her final position with CP&L was as Director of the Commercial/Industrial Market Development Department. Dr. Ratcliff holds her bachelor's degree in engineering from NC State, an M.B.A. from Duke University, where she was named a Fuqua Scholar, and a Ph.D. in Public Administration from NC State. Among the numerous positions and honors she has held, the most distinguishing is as the past-president (2003-2004) of the National Society of Professional Engineers, the first female in the Society's 68-year history to hold the position of president.

Eran Salu



Eran Salu is the Managing Director of Business Leader Media and has responsibility over day-to-day operations and the acquisition strategy of the company. He has

been representing clients in merger, acquisition and restructuring transactions since 1993 and has executed deals totaling over \$20 billion of transaction value. Mr. Salu is a founder and Managing Director at SG Capital, a boutique investment bank in Los Angeles focusing on Media and Technology transactions. Immediately prior to founding SG Capital, Mr. Salu worked for Morgan Stanley & Co. in its Mergers and Acquisitions Group in both New York and Menlo Park. Mr. Salu holds an M.B.A. from the Wharton Business School, where he graduated as a Palmer Scholar (top 5% of class), a J.D. from UC Berkeley School of Law (Boalt Hall) and a B.S. in accounting from the University of Maryland, where he graduated summa cum laude (top 2% of class). He is a Certified Public Accountant and licensed real estate broker.

Harvey A. Schmitt, CCE



Harvey Schmitt is the President and CEO of the Greater Raleigh Chamber of Commerce, a position he has held since February 1994. Mr. Schmitt has received the Business

Leader of the Year Award for the Triangle Region in 2002 from *Business Leader Magazine*. He was also named Executive of the Year from the South Carolina Chamber of Commerce Executives (1987) and received a certified Chamber of

Biographical Summaries

Commerce Designation (1984). Among his professional and civic memberships Mr. Schmitt is presently on the Executive Committee for the American Chamber of Commerce Executives (ACCE) and prior to this he was the Chairman (2002-2004) and Chairman of the Board (1995-96) for the ACCE. Mr. Schmitt is also a member of the U.S. Chamber of Commerce Board of 100, serving since 2004. He belongs to the boards of the Research Triangle Regional Partnership (since 1994), Triangle Tomorrow, United Way of the Triangle, Carolina Hurricanes Kids N' Community Foundation and the Downtown Raleigh Alliance. He is the founding board member for the 200 Club of Wake County. Mr. Schmitt is also a trustee for the Wake Education Partnership.

Dr. Tony L. Simons



As an associate professor at Cornell University's School of Hotel Administration, Tony Simons teaches, does research, and consults on executive and employee management issues. His work focuses on trust, accountability and measurement in leadership, teamwork, employee climate, and negotiations. Trust, when it is earned, makes a huge difference for change implementation, for creative problem solving, for employee retention, for customer service, and ultimately, for company profitability. Professor Simons wrote *The Integrity Dividend: Leading by the Power of Your Word* (Jossey Bass, 2008), and has published over 28 journal articles for both managerial and scholarly audiences. His work has appeared in the *Harvard Business Review*, *Organization Science*, *The Journal of Applied Psychology*, and *The Academy of Management Journal*. Professor Simons has spoken and trained executives in negotiation skills and in leadership at Northwestern University's Kellogg School, Cornell University and in seminars around the U.S. and Europe.

David Snyder



Author of the critically acclaimed book, *How To Hire a Champion*, David Snyder specializes in a scientific approach to assessing, developing and hiring for character. Mr. Snyder's first book, *How to Mind Read Your Customers*, was listed as a best book of the year by *Sales and*

Marketing Management Magazine and is distributed internationally in multiple languages. *How to Hire a Champion* (2008) outlines the character traits of high performing individuals and gives tools for finding, hiring and keeping champions. It was named by Bloomberg TV-Germany as one of the top three books available on the subject of building high performing teams.

Wayne Tindle



Wayne Tindle is a quality management professional with 16 years' experience in the implementation of quality principles. This implementation includes 14 years in private business and two years in the North Carolina Retirement System. In addition, the experience includes 11 years in Malcolm Baldrige Performance assessment. For the past six years Mr. Tindle has been the program director for the North Carolina Awards for Excellence, which is the state of North Carolina performance excellence award program. It uses the Malcolm Baldrige National Quality Award for performance excellence criteria. While in private business at Alcatel, Inc., Mr. Tindle established and managed the implementation of quality principles at the Raleigh facility including internal consulting, developing and conducting training, developing the organization and structure to support continuous improvement teams to improve processes, and team facilitation. In the area of education Mr. Tindle was a member of a Raleigh high school business alliance for ten years and chair for three years. During that time he conducted workshops on Baldrige for education, arranged visits for teachers to organizations where Baldrige principles have been implemented, and conducted 36 hours of training for education personnel on "Quality Schools through Continual Improvement."

Gwen Wright

Gwendolyn Wright currently serves as the Director of Corporate, Foundation and Government Relations for the Organization for Tropical Studies, a non-profit consortium of more than 60 colleges and universities based at Duke University. Her experience in external affairs, higher education and business extends more than 20 years. Dr. Wright holds undergraduate and graduate degrees from Albany State University, a doctoral degree from North Carolina State University in higher education administration and a graduate certificate in women's

studies from Duke University. Her research interests focus on women's issues broadly, with a particular emphasis on understanding the role gender, race and class plays in influencing black women's status as presidents in higher education.

Terry Zhu



Terry Zhu is currently a senior supplier quality engineer for Tyco Electronics in Winston-Salem, NC and a second-year student in the Leadership Studies Ph.D. program at North Carolina Agricultural and Technical State University. He has worked in the quality field for the last nine years, as an engineer and a manager, for various fortune 500 companies including IBM in New York and Liberty Hardware, a Masco company, in North Carolina. Mr. Zhu has quality engineering experience in operations and customer and supplier management, with expertise in statistical analysis and electronics manufacturing. He has been an ASQ-certified Six Sigma Black Belt and quality engineer since 2003. Terry completed his bachelor degree at Shanghai University in China. Mr. Zhu received his master in science from Southern Illinois University and his M.B.A. from the State University of New York at Binghamton. His current research interest is to understand commonalities and differences of leadership and practice across cultures.

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