

## Joey A. Collins, PsyD – Assistant Professor

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### Relevant Highlights

- Organizational development expertise
- Executive coaching researcher and practitioner
- Employee engagement
- Organizational change management
- Leadership and system wide assessments
- Best practices research
- Conflict and dispute resolution

### Education & Certifications

PsyD, Clinical Psychology, Biola University

MA, Clinical Psychology, Biola University

MS, General Psychology, Western Washington University

BA, Industrial and Organizational Psychology, Western Washington University

Licensed psychologist: Washington

### Trainings

Cincinnati Gestalt Institute: Training in theory and application of Gestalt theory for use with individuals and groups. (122 ECU hours) 2003-2004, Cincinnati, Ohio

Applying Group Dynamic Theory to Organizations: UCLA Center for the Study of Organizational and Group Dynamics. 2000 Fall Conference (16 hours). Los Angeles, CA.

The Dynamics of Groups and Organizations; Group Relations Conference and Role Analysis: UCLA Center for the Study of Organizational and Group Dynamics. 2000 Spring Conference (50 hours). Los Angeles, CA.

### Professional Background

Dr. Joey A. Collins assists organizations in improving their processes and enhancing their outcomes through consultation in assessment, effective action planning and change implementation. He specializes in engagement assessment, design and implementation of change and learning processes in organizations. He is proficient in the use of standardized workplace assessments as well as traditional psychological assessment instruments. In addition, Dr. Collins performs customized 360-degree assessments, and personal development through training and executive coaching.

### Recent Project Experience

**Executive Coach and trainer with UW Foster School Center for Leadership and Strategic Thinking (CLST).** Providing executive coaching and training as part of a Transformational Leadership Development program with VHA VISN 1. Coaching and supporting senior leaders around performance and development goals. Assisting leaders in clarifying strategic change initiatives that served their organization's leadership development efforts during the program.

**Consumer Experience Coach for FORD Global Expansion and Growth Division.** Working with Ford's Guam and US based distribution channels. Providing solutions that generate knowledge, inspire passion, develop skills and improve organizational performance.

**Organizational development consultant for the Maritz-General Motors (GM) Standards for Excellence (SFE) Process.** Provided executive-level and team consultation on leading change, participative/team management, conflict resolution, quality improvement, and customer service. The client set about to create a continuous improvement process focused on operationalizing brand critical standards to improve sales, customer satisfaction and profitability. To deliver on this strategy it was necessary to: 1) understand drivers of customer satisfaction, 2) enable, engage and empower front-line employees; and 3) motivate dealers to achieve superior performance. An outcome of the SFE program is that SFE dealers consistently outperform non-SFE dealers in customer satisfaction, leading to higher sales and profitability.

***Assisted domestic luxury automotive dealership in operationalizing their brand and developing performance competencies for all employees linked to the values and beliefs of the organization.*** Responsible for facilitation of competency model development and organizational implementation of the model for on-boarding and performance appraisals. Co-created a dealership-based model used by management and employees to assess their performance relative to the values and beliefs of the organization. Coached dealership president on importance of institutionalizing his values and beliefs and facilitated

implementation of the 4P model (which comprises predisposing, precipitating, perpetuating, and protective factors).

***Assisted a client who owned multiple automotive dealerships in assessing employee engagement and implementing an OD initiative centered on improving employee engagement and customer satisfaction.*** Developed an engagement measure and facilitated the web-based survey assessment, analysis and OD implementation. Provided reports and websites to assist leadership in implementing a customer centered-employee engagement initiative. Within thirty days of client introduction, the organization completed an all employee engagement survey, held dealership all employee meetings and department meetings resulting in department action plans to improve employee engagement.

**Leading Seattle Pacific University's Research Vertical Team (RVT) focused on the areas of executive and performance coaching.** The team has spent the past two years examining links between coaching practices and technology with existing psychological frameworks and empirical research. Their goal is to contribute to the coaching literature by identifying evidence-based practices that increase the effectiveness of executive coaching. In addition, the team's research has grown from examining employee engagement as a measure of effective coaching to a dedicated research focus. The team assumes that there is a link between an organization's internal resources and their performance. Specifically, the team is interested in how managerial practices and a climate that focuses on service are important, and perhaps even necessary, to creating positive customer perceptions of service quality.

**Worked as a post-doctoral fellow for the Veterans Health Administration's National Center for Organization Development (Cincinnati, Ohio).** Through a fellowship in OD, conducted leadership and system wide assessments. Provided process consultation, coaching, retreat, and meeting facilitation, conflict resolution, and team building. Participated local and national strategic planning, succession planning and leadership development. Proficient in the use of standardized workplace assessments as well as traditional psychological assessment instruments.

## **Work History**

**Principal, Collins Alliance, Mill Creek, Washington, 2004-Present.** Assists organizations in improving their processes and enhancing their outcomes through consultation in assessment, effective action planning and change implementation. Specializes in engagement assessment, design and implementation of change and learning processes in organizations. Performs customized 360-degree assessments, and personal development through training and executive coaching.

**Assistant Professor of Industrial - Organizational Psychology, Seattle Pacific University, Seattle, Washington, 2005-Present.** Manages research program in executive coaching. Teaches doctoral and masters classes in organization development, leadership and team development. Provides ongoing advising to doctoral and masters students. Specialty: Organization Development & Executive Coaching. Areas of Scholarship: Executive Coaching & Employee Engagement.

**OD Consultant, Maritz - GM Standards for Excellence (SFE) Process, Southfield, Michigan, 2004-2012.** Served as internal process facilitator and OD consultant, providing executive-level and team consultation on leading change, participative/team management, conflict resolution, quality improvement, and customer service.

**Senior Staff Psychologist, Highland Therapeutic Consultants, PLLC, Fort Thomas, Kentucky, 2003-2004.** Provided individual, family and couples therapy to clients from a variety of theoretical orientations including long term and time limited psychodynamic, cognitive behavioral and family systems. Additional responsibilities include disability, personality and learning disability assessments.

**Post-Doctoral Fellow, National Center for Organization Development, Veterans Health Administration, Cincinnati, Ohio, 2001-2003.** Through a fellowship in OD, conducted leadership and system wide assessments. Provided process consultation, coaching, retreat, and meeting facilitation, conflict resolution, and team building. Participated local and national strategic planning, succession planning and leadership development. Proficient in the use of standardized workplace assessments as well as traditional psychological assessment instruments.

**Psychology Intern, Jerry L. Pettis V.A. Medical Center, Loma Linda, California, 2000-2001.** Received a broad-based experience working with a varied patient population in a teaching medical center. Administered mental health evaluations. Evaluated functional deficits through neuropsychological batteries. Provided consultation to interdisciplinary teams. Performed brief (problem-oriented) individual and conjoint psychotherapy. Facilitated multiple groups including, Anger Management, Depression and Stress management, Loss Adjustment, Relapse Recovery, and developed a Couples Communication Workshop.

**Staff Therapist, Biola Counseling Center, Biola University, La Mirada, California, 1997-2000.** Provided individual, family and couples therapy to university and community clients from a variety of theoretical orientations including long term and time limited psychodynamic, cognitive behavioral and family systems. Additional responsibilities included personality and learning disability assessment, and on-call obligations.

### **Chaired Dissertations**

Amanda Munsterteiger (2019). Employee Engagement Around the World: Predictors, Cultural Differences, and Business Outcomes. Seattle Pacific University

J'Aime Mission (2019). Is She Ready to Climb? How Pushing Back on a Task-Related Request Affects a Woman's Promotability. Seattle Pacific University

Nathan Iverson (2018). Career development practices: A global comparison. Seattle Pacific University

Tony Pizelo (2018). An Exploratory Study Examining a Transformational Salesperson Model Mediated by Salesperson Theory-of-Mind. Seattle Pacific University

Serena Hsia (2017). The Role of Organizational Buy-in in Employee Retention. Seattle Pacific University

Megan Quint (2014). The Influence of Managerial and Subordinate Employee Engagement and Customer Service Climate on Customer Service and Store Sales. Seattle Pacific University

Mark North (2014). Student ownership of learning and retention : a hierarchical investigation of the educational working alliance. Seattle Pacific University

Stacey Mikal White (2013). The health coaching phenomena : a qualitative investigation of experiences, understandings, and perceptions. Seattle Pacific University

### **Research Papers & Presentations**

Collins, J.A., Khericha, A., & Bronkema, H. (2020) The Impact of Affirmations on Emotions in Coaching presentation, at the annual meeting of APA Division 14 Society of Industrial & Organizational Psychology, Austin, TX 2020.

Cospito, J., Kolb, A, & Collins, J.A. (2019). RAD Managers: Managerial Coaching Behaviors and Work-Related Attitudes. Poster session presented at the annual meeting of APA Division 14, Society of Industrial and Organizational Psychology, Chicago, IL.

Collins, J., (2019). *Summary report: Engagement Survey of All Employees*, Mississippi Department of Transportation. (Tech. Report). Jackson, MS.

Collins, J., (2019). *Summary report: Engagement Survey of All Employees*, Alaska Department of Transportation. (Tech. Report). Juneau, AK

Collins, J. (2019). Speaker at Annual Leadership Development Conference: Immanuel Business School, Hyderabad, India.

Underhill, B & Collins, J.A., (2018) Executive Coaching: Translating Leading-Edge Coaching Research Into Practice presentation, APA Division 14 Society of Industrial & Organizational Psychology. Chicago, IL, 2018.

Cospito, J., Kolb, A., Munsterteiger, A, & Collins, J.A. (2018). Predicting Coaching Effectiveness for Managers as Coaches. Poster session presented at the annual meeting of APA Division 14, Society of Industrial and Organizational Psychology, Chicago, IL.

Underhill, B. & Collins, J.A., (2018) Cutting-Edge Research on Executive Coaching: The Latest Perspectives and Experiences of Executives, Leaders, and Coaches, presentation, APA Division 13 Society of Consulting Psychology Annual Conference. Savannah, GA.

Collins, J.A. (2017) Future Proofing UDOT:A Study on What Attracts, Engages, and Retains Employees.: The purpose of the study was to identify factors that influence employees' decisions to work for UDOT and their overall employee satisfaction and engagement in the workplace. This information will provide insight on employee preferences and highlight key areas for UDOT to consider. Salt Lake City, UT.

Collins, J. (2018). Speaker at Annual Leadership Development Conference: Immanuel Business School, Hyderabad, India.

Nagy, M.,Collisn, J, Curl-Nagy, D., Wasylshyn, C. (2017). Failures in Consulting: Lessons Learned. presentation, APA Division 13 Society of Consulting Psychology Annual Conference. Seattle, WA.

Pizelo,T., Collins, J. (2017). An Examination of the Impact of Age and Experience Differences in Predicting Leadership Styles and Qualities Among Sales Professionals . APA Divison 13 Society of Consulting Psychology Annual Conference. Seattle, WA.

Munsterteiger, A., & Collins, J. (2017) Leading through Change: Leveraging Free Will. Light and Life Magazine, <http://fmcusa.org/lightandlifemag/>

Collins, J. (2017). Speaker at Annual Leadership Development Conference: Immanuel Business School, Hyderabad, India.

Collins, J., & Holland, A.(2016),. A 360 on Leadership Development. The National Academies of Sciences, Engineering, and Medicine - Transportation Review Board Annual Meeting. Washington D.C.

Collins, J., Pizelo, J., Jourdan, J., Munsterteiger, A., , & Cospito, J. (2016). Theory Building Toward a Videoconference Coaching Competency Model. Coaching in Leadership & Healthcare Conference by the Institute of Coaching, McLean Hospital, and Harvard Medical School. Boston, MA.

Collins, J. (2016). Speaker at Annual Leadership Development Conference: Immanuel Business School, Hyderabad, India.

Hsia, S., Bossen, M., Molvik, D., & Collins, J. (2013, April). A longitudinal, experimental design compared the working alliance for virtual versus face-to-face coaching. 2013 Society of Industrial and Organizational Psychology Annual Conference, Houston, TX.

A Consensual Qualitative Investigation of Training Executive Coaches (2012)– Research Poster presented at the Institute of Coaching at McLean Hospital, a Harvard Medical School Affiliate conference: Coaching in Leadership & Healthcare: Theory, Practice & Results, Boston MA.

Research and Practices for Teams in a “Volatile, Uncertain, Complex, and Ambiguous World” (2012)– Continuing Education Workshop presented at Rosemead Reunion Continuing Education Sessions, 2012, BIOLA University, La Mirada, CA.

Team Teaching in Higher Education– School of Theology & Center for Scholarship & Faculty Development at Seattle Pacific University, Seattle, WA, 2012

Facilitating Teams – Practical Research Applications–Maritz/General Motors’ National FLE, San Antonio, TX, 2012.

Customer Satisfaction – Meet Needs then Expectations– General Motors Service Club, Shoreline Community College, Shoreline, WA, 2012.

Manage People Effectively – Introduction to Management and Executive Coaching, CoinStar/Redbox, Bellevue, WA, 2011

Application of Organizational Teamwork Principles to the Marriage Relationship– Faculty Research Brown-Bag, School of Psychology, Family & Community Seattle Pacific University, Seattle, WA, 2011

All Employee Survey to Action – Linkages to Business Outcomes, Smith Gardens Corporate Office, Bellingham WA, 2010.

Leading Self and Managing Others, Dave Smith Motors, Kellogg, ID, 2010.

Introduction Executive Coach, Seattle Pacific University, Seattle, WA 2010.

Managing for Learning and Performance Series – Managing Your Greatest Resource, Appleway Automation, Spokane, WA 2010.

Diagnosis the Customer and then Fix the Car. Path to Customer Loyalty, Northwest SFE GM Dealerships, WA, 2010

Engaged to Perform - Linking Survey Feedback to Organization Development, Smith Gardens; Bellingham and Marysville, WA, Watsonville, CA and Aurora, OR, 2010.

Increasing Service Effectiveness using Digital Assessment Tools: Repeat and Repair = Customer Defection. Presentation to General Motors Facilitators, Facilitator Learning Conference, Detroit MI, 2010.

Pathway to Engagement: Creating a Culture of High Performance. Smith Gardens 2010 Applied Corporate Initiatives Program. Bellingham, WA.

Follow The Leader: Manager Development on the Factory Floor. Pacific Plug and Liner Management Development Series, Watsonville, CA, 2009.

From Brick and Mortar to Click and Order: Engaging Consumers in the Digital Market Place. Presentations to General Motors Dealership Management teams in San Jose, Fresno, and Bakersfield, CA, 2009.

Consulting with Ethics, Gonzaga University, Spokane, WA, 2009.

Getting the Most with and From You Teams. General Motors Service Club, Shoreline Community College, Shoreline, WA, 2008.

Seattle Pacific University's Day of Common Learning: Leading Beautifully. Campus in-service day, Seattle, WA, 2008.

Standards for Excellence Executive Development Seminar, Kellogg School of Management, Northwest University, 2008

Managing with EQ, George Gee Automotive Group, Liberty Lake, WA, 2008.

Marketing for Customer Retention, General Motors Leadership Summit, Los Angeles, CA, & Seattle, WA, 2008.

Veterans Affairs Health Care Leadership Institute. Served as faculty and executive coach in Veterans Health Administration's leadership development program. San Diego, CA, and Orlando, FL, 2003.

Introduction to Organization Development Seminar. Co-facilitated seminar at Xavier University to graduate psychology students. Cincinnati, OH, 2002 & 2003.

Improving the Organization through Workplace Assessment and Leadership Development. Served as faculty and presenter for VA New Medical Center Director Training Conference; Leading the People. San Antonio, TX, 2010

Effective Conflict Resolution: Cues and Implications for Managers from Conflict Research. Doctoral Research Paper, Rosemead School of Psychology, Biola University, 2001. Publication available through Education Resource Information Center (ERIC), U.S. Department of Education.

The Influence of Moral Orientation on Conflict-Resolution Style Preference at Work and at Home. Poster presentation at the Western Psychological Association Annual Spring Convention. Irvine, CA, 1999.

The Influence of Moral Orientation on Conflict-Resolution Style Preference at Work and at Home. Master's Thesis; Western Washington University, Bellingham, WA, 1996.

Communication Seminars. Presented seminars designed to assist Western Washington University school administrators in developing skills for effective leadership and conflict management. Bellingham, WA, 1995.

Conflict and Communication Seminars. Presented to more than 5,000 high school students and faculty throughout Northwest. Provided seminars on behalf of BCTI, which explored sources and perceptions of conflict and the resolution styles often used to resolve conflict, 1992-1995.

## **National Panels**

National Academies of Sciences, Engineering, and Medicine -Transportation Research Board (TRB), (2018), *Attracting, Retaining and Advancing Women in Transit.*, Washington, D.C.

National Academies of Sciences, Engineering, and Medicine -Transportation Research Board (TRB), (2017), *Transportation Workforce Planning and Development Strategies*, Washington, D.C.