



Curriculum Vita of Aileen “Leen” G. Zaballero

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Education

PhD (Dual Title) Candidate Pennsylvania State University (All but Dissertation)

Attended August 2009 - Present (Expected Graduation December 2016)
Majors • Workforce Education & Development (Concentration HRD/OD)
 • Comparative International Education (Educational Policy)
Dissertation (Tentative Title) *Emotional Intelligence Influence on Collaboration Among Healthcare Professionals in the USA and the UAE.*

MS University of Nevada Las Vegas (2009)

Attended August 2008 – June 2009
Major Educational Leadership
Dissertation *Diversity Leader: Case Study of a Selected Organization’s Transformation*

BS University of Nevada Las Vegas (2007)

Attended June 2005 – December 2007
Major Workforce Education/Human Resource Development
 Graduated Cum Laude

Professional Certifications

CPLP Certified Professional in Learning and Performance (Since 2009)
 Awarded by the ASTD Certification Institute, through examination, work product review, experience, recommendations, and recertification
 License Candidate ID 10736769

Yellow Belt Lean-Sigma Process Improvement (Since 2012)
 Awarded by Centre Star Academy

ITIL v.3 ITIL Foundation Certification (Since 2014)
 Awarded by the Exin through examination
 License 5121967.20304709



Work Experience

Senior Partner/Director of Marketing, Rothwell & Associates, LLC
State College, PA

June 2012 – Present

Supervisor: Dr. William J. Rothwell

- *Build brand awareness and market R&A. Build visibility across geographies, vertical industries, businesses and communities using social media such as LinkedIn, Facebook, and YouTube.*
- *Manage project (Client: PetroED)*
 - *Review and generate report of a competency management system and the applicability of competency model in Petroleum industry.*
 - *Develop a SWOT analysis of software application and provide recommendations.*
 - *Create final report and summarize findings.*
 - *Develop and design white paper “SkillGrid: An Organizational Tool for Competency Modeling”.*
- *Record, edit, and publish R&A videos (R&A Youtube Channel) titled:*
 - *2014 ATD Mexico Summit: Keynote Speaker Dr. Rothwell.*
 - *ITD World: What leaders do daily to manage talent.*
 - *Newsletter April 2014: High Potential/High Performing Employees.*
 - *Strategic Workforce Planning: R&A’s Workforce Planning Video Series (2 of 3).*
 - *Ask Rothwell: What is the difference between replacement planning and succession planning?*
 - *Newsletter February 2014: 5 tips to Securing Management Commitment to Talent Management.*
 - *Introducing “Ask Rothwell” (Featuring Jong Gyu Park).*
 - *Ask Rothwell: What is Accelerated Talent Management?*
 - *Ask Rothwell: What is the role of HR in Succession Planning?*
 - *Ask Rothwell: What is Workplace Learning and Performance?*
 - *Introduction to R&A’s Assessment Tools (1 of 3).*
 - *Introduction video of Performance Consulting Textbook (Featuring Dr. Rothwell).*
 - *R&A’s Workforce Planning Video Series.*

Researcher, Sustainable Engineering Center, Pennsylvania State University
University Park, PA

(1 year term) **May 2014 – May 2015**

Supervisor: Dr. David Riley

- *Collect additional data to complement/ supplement the findings from the Job Task Analysis (JTA) generated through the NIBS/DOE Better Buildings Workforce Guidelines project.*
- *Conduct several focus group sessions and individual interviews funded by the DOE with SMEs for each identified work group in the Advanced Commercial Building Workforce*



(Building Energy Auditor, Building Operations Professional, Building Commissioning Professional, and Energy Manger).

- *Develop a competency model framework for Advanced Commercial Building Workforce based on the U.S. Department of Labor's model used to: 1) articulate and classify the technical competencies of the energy efficiency building fields; 2) highlight key "performance competencies" for each job title that contribute to successful business processes; and 3) define critical "work products" associated with each job title.*
- *Develop a career map that will: 1) help demonstrate the depth of KSA (knowledge, skills and abilities) for each role; 2) illustrate a detailed career progression into advanced commercial buildings jobs from the building trades and construction industry professions (such as architecture and engineering); 3) identify of strategic entry points for veterans and other job seekers.*

Assistant Instructional Designer, Pennsylvania Child Support Enforcement Training Institute,
Pennsylvania State University Outreach

University Park, PA

(2 year term) **August 2012 – June 2014**

Supervisor: Suzanne Biernert

- *Collaborate with lead instructional designer, multi-media designer, and faculty to develop online courses.*
- *Assist lead instructional designer in designing, developing, and delivering fully online courses and technology-enhanced instructional materials.*
- *Design and develop online courses using Xyleme, a standards-based learning solutions that enables the creation, management and the publication of training content.*
- *Establish standards for course structure that incorporates various learning theories/instructional design models and best practices for online courses.*
- *Redesign Train-the-trainer manual.*

Graduate Assistant, Workforce Education and Development, Pennsylvania State University
University Park, PA

(3 year term) **August 2009 – May 2012**

Supervisor: Dr. William J. Rothwell

- *Transition face-2-face to blended Format: WFED572 – Organization Development for Industrial Trainers:*
 - *Design, develop, and implement blended format.*
 - *Design online structure (Rothwell Learning Center).*
 - *Manage online website (Rothwell Learning Center).*
 - *Record and edit online video modules.*
- *Manage projects - Rothwell Research Teams 2010-2012*
 - *Performance Consulting Research Project.*
 - *Best Practice in Government Talent Management.*
 - *Proposal: ASTD Competency Review and Enhancement.*
 - *Steering Committee for LPS Grant Writing Team.*



- *Human Resource Encyclopedia (Volume 2).*
- *Lean Work, Lean Staffing: Innovative Approaches for Planning Work and the Workforce.*
- *Re-Employment of Mature Workforce (55+) Programs.*
- *Assist editor, Dr. William J. Rothwell: International Journal of Training and Development (IJTD).*
- *Obtain copyright permissions for Dr. William J. Rothwell's books.*
 - *Effective Succession Planning, 4th Edition*
 - *Invaluable Knowledge*
 - *Competency Based Training Basics*

Project Manager/Team Building Specialist, Repario, Ltd.

Las Vegas, NV

April 2006 – December 2010

Supervisor: James Carter

- *Manage projects*
 - *Coordinate with client and manage internal and external events.*
 - *Create partnerships with local nonprofit based on clients choice to create a philanthropic event.*
- *Provide training and support for team development initiatives*
 - *Facilitate group activities and teambuilding initiatives.*
 - *Establish processes and programs to support human resources and recruiting functions for new contractors.*
 - *Develop program content and new team initiatives to support current trends in human performance improvement.*
 - *Oversee and execute product research and usability testing.*
- *Produce corporate events*
 - *Direct the planning and execution of corporate events.*
 - *Manage speakers for all events.*
 - *Lead all phases of project management.*
 - *Lead the contractual processes, and ensures all agreements, deposits and balances are paid in a timely manner.*
- *Facilitate training and workshops*
 - *Lead discussion in "Effective Communication" workshops.*
 - *Facilitate workshop utilizing experiential activities.*
 - *Facilitate group activities and teambuilding initiatives.*
 - **Clients (Academia):** Gene Ward Elementary, County School District, College of Southern Nevada, UNLV
 - **Clients (Corporate):** BSN Medical, Hilton Hotel, Dart Manufacturing Company, Midwest Bank and Trust Company, ASTD, Bayer, Codman, RJO, Aristocrat, View Sonic, Profilian Development Resources Ltd., Dunn and





Bradstreet, Nationwide, Bovis Lend Lease, Microsoft, Allergen, Cook Medical, Novartis, Abbott, American Express, Dupine, DaVita

Facilitator/Program Designer, Corporate Training Professionals

Las Vegas, NV

January 2006 – January 2007

Supervisor: JoAnn Goldstein

- *Lead icebreakers and frontloading initiatives for corporate programs.*
- *Lead all phases of project management.*
- *Design and facilitate team workshops.*
- *Facilitate train-the trainer communication workshops.*
 - **Clients (Corporate):** Nevada State Bank, Sunset Station Casino, Myers & Briggs Law Firm, CG Schmidt, Basic American Foods

Facilitator, Dr. Clue

Southeastern Region

October 2005 – June 2010

Supervisor: David Blum

- *Lead discussion in Team Collaboration.*
- *Facilitate treasure hunt for teams, and organizations to enhance communication, enrich relationships, and develop leadership.*
 - **Clients:** IBM, Bank of America, Cisco Systems, Genentech, ExxonMobil, Promotech, Liz Claiborne, Colgate-Palmolive

Facilitator, Adventure Associates

Southeastern Region

April 2005 – January 2006

- *Facilitate scavenger hunt that is designed to challenge and inspire participants.*
 - **Clients:** Farmers Insurance, Nokia, Timet, Unilever

Co-Facilitator/Program Designer, Challenge U

Southeastern Region (California, Nevada, and Arizona)

October 2003 – April 2006

Supervisor: Andi Burgis

- *Lead icebreakers and frontloading initiatives for corporate programs.*
- *Utilize High Ropes, Low Ropes and teambuilding initiatives to optimize communication and engagement.*

City Manager, Synergy Training

Las Vegas, NV

January 2003 – January 2005

Supervisor: Mehdi Mehta

- *Oversee Daily operations for Synergy Training Company.*
- *Develop and deliver leadership-training programs.*
- *Asses current condition to determine year-to-year program catalog.*
- *Evaluate all training workshops.*
- *Facilitate coaching workshops.*



Service to the Talent Development Field and Profession

- Reviewer** ATD New Global CPLP: Item Reclassification and Revalidation (2014)
- Nomination Committee** Comparative International Education Society (2013)
Review process of the CIES nominations for CIES Board of Directors, 2013
- Coordinator** Academy of Human Resource development 2011 Annual Conference (2011)
 - *Served as the Technology coordinator for conference*
 - *Volunteered for Conference Planning Committee*
- Reviewer** NCDA Career Development Facilitator Curriculum Revision (2010)
 - *Qualitative Analysis of the Needs Assessment Survey Results. Provide report with recommendations to update Career Development Facilitator (CDF) curriculum.*
- Student Committee** Penn State University (Nov 2009- June 2010)
2010 Workforce Education and Development Symposium – A New Vision for Workforce Learning: Globally Aware and Locally Active

Volunteer and Community Experience

- Volunteer Facilitator** **Pennsylvania State University:** Social Justice Retreat (Recurrent)
Diversity Team Building (August 2010, August 2011, August 2012, August 2013)
 - *Facilitate group activities and teambuilding initiatives with a focus on social identity*
- Volunteer Facilitator** **Center for Independent Living**
Facilitator/Program Designer (January 2005 – January 2007)
 - *Facilitate Effective teambuilding communication for staff and residents.*
 - *Design and implement Leadership in Training Program specified to residents of the age 16 to 21, who have been homeless.*
 - *Teach basic life skills through experiential education.*
 - *Develop skill building workshop to become modeled citizens and independent responsible adult.*

Research Activities

- Riley, D. et al. (including Rothwell, W. and Zaballero, A. G.) (2014). Engineering research. Filed for \$15,000 on May 9, 2014 with the Dept. of Energy.
 - *Develop a competency model framework for Advanced Commercial Building Workforce based on the U.S. Department of Labor's Model; and develop a career map that will illustrate a detailed career progression into advanced commercial buildings jobs and identify of strategic entry points for veterans and other job seekers.*



Rothwell, W., Zaballero, A. G., Park, J. G., & Asino, T. I. (2014). *Instructional Design Competencies: Issues, Challenges & Emerging Trends*. Pilot research commissioned by International Association for Continuing Education for \$8,500 on May 16, 2014 with Association for Talent Development (formerly ASTD).

- *Investigate current issues, challenges, and emerging trends that most impact ID competencies and standards using exploratory sequential mixed-method.*

Rothwell, W., Zaballero, A. G., & Stopper, A. (2014). *Global Talent Development: Issues, Challenges & Best Practices*. Research initiated by Association for Talent Development (formerly ASTD).

- *Interviews Chief Learning Officers, Directors of Talent Management, VP of HR, and other senior level professionals representative of all regions of the world to develop a consistent definition of talent, global talent and global talent development.*

Nicholas, J., Zaballero, A. G., Raup, M., & Imroz, S. (2014). *Case Study: Implementation of ITIL at OIT*. Student research team in collaboration with Rothwell & Associates and ProPoint Solutions.

- *Identify factors contributing to success using exploratory sequential mixed-method to tell the OIT's story.*

ASTD/Penn State Research (2010): *The Impact of Leadership Development Programs* (Vol. 2 No.6.) Alexandria, VA. : ASTD Press Publications.

- *Lead Penn State Research Team to conduct literature review.*

Leadership Experiences

Learning Performance Systems Department – Graduate Student Association (LPS-GSA)

Board Member: President (September 2011 – August 2013)

- *Steering Committee to create new graduate student organization*
- *Coordinate Fall Semester orientation (2013)*
- *Coordinate Fall Semester orientation (2012)*
- *Organize annual fall poster session (2012)*
- *Coordinate Fall Semester orientation (2011)*
- *Organize annual fall poster session (2011)*
- *Coordinate Fall Semester orientation (2010)*
- *Organize annual fall and spring poster session (2010)*

International Education Student Association (IESA)

Board Member: Treasurer (September 2011 – August 2012)

Society for Study of Workforce Education on Economic Development

Board Member: Vice-President (September 2009 – August 2011)

College of Education – Student Advisory Forum (January 2010 – December 2012)

- *Foster communication among students and their organizations and the faculty, staff, and administration of the College.*
- *Provide advice to the Dean about matters concerning students*





Workforce Education Leadership Association (WELA)

- *Lead - Steering Committee to create new student organization within UNLV's Workforce Education program.*

Professional Presentations

- Rothwell, W., & Zaballero, A. G. (2014, 8 May). *What leaders do every day to build talent*. Conducted a ½-day workshop at the Management & Leadership Conference in Huntington.
- Zaballero, A. G., & Rothwell, W. (2014, 23 April). *Tools for succession planning*. Conducted a one-hour session in Chicago, IL for the Electrical Utility Conference.
- Rothwell, W., Zaballero, A. G., Park, J., Jones, M., & Chae, C. (2014, 21 March). *Skillgrid/Skillstick evaluation*. Conducted a 90-minute webinar.
- Zaballero, A. G., & Haynes, C. (2013, March). *The implication of GLOBE project in educating tomorrow's leaders*. Presented at the Comparative and International Education Society 2013 Annual Conference in New Orleans, LA.
- Park, J., Kwon, B., Zaballero, A. G. and Park, J. (2013, 29 October) -10-29 *Key Success Factors of Leadership Development in Korea: A Case Study* ALDP (Allianz Leadership Development Program). Paper presented at the annual meeting of the Annual ILA Global Conference, in Montreal, Canada.
- Zaballero, A. G., & Scamacca, L. (2013, 28 September). *A Two-way street: Internationalizing the Workforce Education Program at Penn State*. Presented at the Global Penn State Conference, in University Park, PA.
- Sullivan, R., Rothwell, W. & Zaballero, A. G. (2013, 16 July). *Accelerated talent management: Part II*. Conducted a 60-minute presentation at the Philippine Training and Development Society in Manila, Philippines.
- Rothwell, W., Sullivan, R., & Zaballero, A.G. (2013, 16 July). *Accelerated talent management: Part I*. Conducted a 60-minute presentation at the Philippine Training and Development Society in Manila, Philippines.
- Rothwell, W., Chungil, C., Jones, M., Welch, S. & Zaballero, A. G. (2013, 22 May). *Optimizing your succession planning*. Conducted a 90-minute webinar with Halogen in Ottawa, Ontario from State College, PA.
- Rothwell, W., Chungil, C., Jones, M., Welch, S. & Zaballero, A. G. (2013, 15 May). *Optimizing your succession planning*. Conducted a 90-minute webinar with Halogen in Ottawa, Ontario from State College, PA.
- Rothwell, W., Chungil, C., Jones, M., Welch, S. & Zaballero, A. G. (2013, 13 May). *Optimizing your succession planning*. Conducted a 90-minute webinar with Halogen in Ottawa, Ontario from State College, PA.
- Rothwell, W., Chungil, C., Jones, M., Welch, S. & Zaballero, A. G. (2013, 7 May). *Optimizing your succession planning*. Conducted a 90-minute webinar with Halogen in Ottawa, Ontario from





State College, PA.

- Zaballero, A. G., Alkhalaf, A.H., Jones, M., & Welch, S. (2013, February). *Case study of an organizational diagnosis: Retention and employee satisfaction within a personal care home*. Presented at the Academy of Human Resource Development 2013 Annual Conference in Washington DC.
- Zaballero, A. G., Park, J.G., & Kwon, B. (2013, February). *Socio-cultural attributes of diverse leaders and how they shape the conceptualization of leadership and preferred coaching strategies*. Presented at the Academy of Human Resource Development 2013 Annual Conference in Washington DC.
- Zaballero, A. G. (2012, November). *The Adoption of US-Centric Global Leadership Competencies within Multinational Organizations in the United Arab Emirates and the Philippines*. Poster presentation at the Pennsylvania State University: Learning Performance Systems Fall 2011 Poster Session in University Park, PA.
- Semali, L. Stager, S., Asino, T., Hestres, A., Zaballero, L., Hristova, A. (2012, 5 October). Using New Media Technology to Promote Indigenous Knowledge: Closing the vicious loop of outreach-in-reach imperative. Paper presented at the 2012 Annual Retreat of the Inter-Institutional Consortium for Indigenous Knowledge, Penn State University, University Park, PA.
- Zaballero, A. G. (2012, April). *Culture specific adjustment of leadership competencies: The experience of international graduate students*. Presented at the Comparative and International Education Society 2012 Annual Conference in San Juan, Puerto Rico.
- Zaballero, A. G., & Stopper, A. (2012, April). *Generational cohorts and their impact on learning style preferences: A comparison of U.S. and Chinese adult learners*. Presented at the Comparative and International Education Society 2012 Annual Conference in San Juan, Puerto Rico.
- Hyung, J. Y., & Zaballero, A. G., (2012, 2 February). *Organizational interventions for an ethical workplace: Using the Six Boxes Model*. Paper presented at the 2012 AHRD International Research Conference in the Americas, in Denver, CO.
- Park, J. G., & Zaballero, A. G. (2012, 2 February). *Case studies: Identifying the evaluation techniques of leadership development programs*. Paper presented at the 2012 AHRD International Research Conference in the Americas, in Denver, CO.
- Joshua-Gojer, A., Tsai, H. L., & Zaballero, A. G. (2012, 4 December). *Comparative analysis of participation of women in leadership in India, Philippines, and Taiwan*. Paper presented at the 10th International Conference of the Academy of HRD (Asia Chapter) in Kuala Lumpur, Malaysia.
- Tsai, H. L., & Zaballero, A. G. (2011, October). *How to make a poster presentation?* Presented to WFED 550 on behalf of the LPS Leadership Team at Penn State, University Park, PA.
- Asino, T. I., Tsai, H. L., Smeali, L., & Zaballero, A. G. (2011, March). *Impact of Global Economic Crisis on EFA Goals*. Presented at the Comparative and International Education Society 2011 Annual Conference, Montreal, Canada.
- Acheampong, P., Tsai, H. L., & Zaballero, A. G. (2011, February). *Collaborative Approach for a*



- Pennsylvania State University Cross-Cultural Graduate Cohort*. Poster presentation at the 2011 Society for Cross Cultural Research Annual Conference in Charlotte, NC.
- Tsai, H. L., & Zaballero, A. G. (2011, February). *Collaborative Approach: Ordinary Students Creating Extraordinary Results*. Poster presentation at the Pennsylvania State University: Learning Performance Systems Fall 2010 Poster Session at Penn State, University Park, PA.
- Zaballero, A. G., & Clark, R. (2011, February). *Ethical Leadership: Impact on Organizations*. Creating Extraordinary Results. Presented at the Academy of Human Resource Development 2011 Annual Conference in Schaumburg, IL.
- Zaballero, A. G., Tsai, H.L., Anderson, C., DeShield, S., Corn, C., & Acheampong, P. (2011, February). *Global Trends in Workforce Education*. Panel presentation at the Academy of Human Resource Development 2011 Annual Conference in Schaumburg, IL.
- Zaballero, A. G., Tsai, H.L., Anderson, C., DeShield, S., Corn, C., & Acheampong, P. (2010, November). *Global Trends in Workforce Education*. Poster presentation at the Pennsylvania State University: Learning Performance Systems Fall 2010 Poster Session at Penn State, University Park, PA.
- Tsai, H. L., & Zaballero, A. G. (2010, October). *How to make a poster presentation?* Presented to WFED 550 on behalf of the LPS Leadership Team at Penn State, University Park, PA.
- Zaballero, A. G., Kim, Y., & Johnson, M. (2010, February). *Collaboration Between Higher Education and Business/Industry Using Action Learning Approach*. Presented at the Academy of Human Resource Development 2010 Annual Conference in Knoxville, TN.
- Zaballero, A. G., Maldonado-Daniels, C., & Kim, Y. (2010). *Diversity change initiative: A study of one organization's approach*. Presented at the Academy of Human Resource Development 2010 Annual Conference in Knoxville, TN.
- Zaballero, A. G., Maldonado, C., & Saddler, S. (2010, January). *Education's Role in an Organization's Approach to Implementing a Culture of Diversity*. Presented at the Hawaii International Conference on Education in Honolulu, HI.
- Zaballero, A. G. (2009, October). *Education's Role in an Organization's Approach to Implementing a Culture of Diversity*. Poster presentation at the Pennsylvania State University: Learning Performance Systems Fall 2009 Poster Session at Penn State, University Park, PA.
- Zaballero, A. G., Kim, Y. Johnson, J., & Davis, D. (2009, June). *Evaluative Report: Development of A Call Center*. Presentation of report and recommendations to Las Vegas, city managers and executive team in Las Vegas, NV.
- Zaballero, A. G., Kim, Y. Johnson, J., & Davis, D. (2009, April). *Evaluative Report: Development of A Call Center*. Presentation of report and recommendations to the Las Vegas Department of Leisure Services.
- Zaballero, A. G. (2006, September). *Mañana Syndrome*. Area D6 Toastmaster competition (Club#7938) in Las Vegas, NV.
- Zaballero, A. G. (2006, September). *The deepest fear is to be a hero*. Local Chapter Toastmaster competition (Club#7938) in Henderson, NV.



Zaballero, A. G. (2006, April). *Move forward to tomorrow. Local Chapter Toastmaster competition (Club#7938) in Henderson, NV.*

Publications

Books

- Rothwell, W., Zaballero, A. G., & Park, J. G. (Eds.). (2014). *Optimizing talent in the federal workforce*. Washington, DC: Management Concepts.
- Lindholm, J. Yarrish, K. K., & Zaballero, A. G. (Volume Eds.) (2012). HR Forms & Job Aids. In W. Rothwell (Series Ed.), *The Encyclopedia of Human Resource Management (Volume 2)*. San Francisco: Pfeiffer.

Published Training Packages

- Rothwell, W. J., Graber, J., Dubois, D. D., Zaballero, A. G., Haynes, C., Alkhalaf, A.H., & Stager, J. (2014). *The Competency Toolkit (2nd Ed.)*, Volume I and Volume II. Amherst, MA: HRD Press.

Research for Proposal

- Rothwell, W. J., Zaballero, A. G., & Park, J. G. (2014, 28 March). *Areas of Expertise Competency Research: Instructional Design (Pilot Study)*. University Park, PA: Rothwell & Associates. Estimated budget \$10,000. [Accepted]
- Rothwell, W. J., Zaballero, A. G., & Park, J. G. (2013, 14 November). *Research Series: T&S Areas of Expertise (AOE) on the ASTD Competency Model*. University Park, PA: Rothwell & Associates. Estimated budget: Option A: \$56,900 Option B: \$43,400.
- Rothwell, W.J., Sanders, E., Zaballero, A. G., Anderson, C., Argondizza, T., Asino, T. I., Baumgardner, C. Z., Freer, R., & Stopper, A. (2011, 5 September). *ASTD Competency Review and Enhancement*. University Park, PA: Rothwell & Associates. Estimated budget \$50,000.

Guides, Technical Reports, and White Papers

- Rothwell, W., Zaballero, A. G., & Park, J. G. & Jones, M. C. (2014). [White Paper] *SkillGrid: An organizational tool for competency modeling*. State College, PA: R & A, LLC.
- Rothwell, W., Zaballero, A. G., & Park, J. G. & Jones, M. C. (2014). *Review of SkillGrid and SkillStick evaluation report*. State College, PA: R & A, LLC.
- Sankey, J., Bienert, S., Childs, C., Hauser, S., Hotchkiss, J., & Zaballero, A. G. (2014, January 21). *PACSETI New Hire Orientation Training Program: Feedback Report*. University Park, PA: Justice and Safety Institute.
- Bienert, S., & Zaballero, A. G. (2014). *New Hire: Supervisory Handbook*. University Park, PA: Justice and Safety Institute.
- Bienert, S., & Zaballero, A. G. (2014). *Paternity Establishment: Reference Guide*. University Park, PA: Justice and Safety Institute.



- Zaballero, A. G., & Bienert, S. (2013). *Train-the-Trainer: Instructor's Guide*. University Park, PA: Justice and Safety Institute.
- Zaballero, A. G., & Bienert, S. (2013). *Train-the-Trainer: Participant's Guide*. University Park, PA: Justice and Safety Institute.
- Zaballero, A. G., & Bienert, S. (2013). *Analyzing Ability to Pay: Reference Guide*. University Park, PA: Justice and Safety Institute.
- Rothwell, W. with Freer, R., Fu, I., Imroz, S., Kim, J., Tsai, H., Welch, S. & Zaballero, A. G. (2011). *Aging friendly workplaces: A Toolkit for career link and employers*. Prepared for the South Central Workforce Investment Board of Pennsylvania.
- Zaballero, A. G., Kim, Y. Johnson, J., & Davis, D. (2009, June). *Evaluative Report: Development of A Call Center*. Presentation of report and recommendations to Las Vegas, city managers and executive team in Las Vegas, NV.
- Zaballero, A. G., Kim, Y., Johnson, J., & Davis, D. (2009, April). *Evaluative Report: Development of A Call Center*. Presentation of report and recommendations to the Las Vegas Department of Leisure Services.

Book Chapters

- Anderson, C., & Zaballero, A. G. (2014). Chapter 2 – Organization Development and Change Models. In W. Rothwell (Ed.), *Organization Development Fundamentals: Managing Strategic Change* (pp. 25-58). Alexandria, VA: ASTD Press.
- Anagiatos, C., & Zaballero, A. G. (2014). Chapter 1 – Introduction. In W. Rothwell, A. Zaballero, & J. G. Park (Eds.), *Optimizing Talent in the Federal Workforce* (pp. 1-17). Washington, DC: Management Concepts.
- Zaballero, A. G., Haynes, C., & Stager, S. (2014). Chapter 3 – Developing and training the best people. In W. Rothwell, A. Zaballero, & J. G. Park (Eds.), *Optimizing Talent in the Federal Workforce* (pp. 35-90). Washington, DC: Management Concepts.
- Zaballero, A. G., Haynes, C. & Stager, S. (2014). Chapter 4 – Deploying and placing the best people. In W. Rothwell, A. Zaballero, & J. G. Park (Eds.), *Optimizing Talent in the Federal Workforce* (pp. 91-134). Washington, DC: Management Concepts.
- Zaballero, A. G., & Myers, J. (2014). Chapter 5 – Engaging the best people. In W. Rothwell, A. Zaballero, & J. G. Park (Eds.), *Optimizing Talent in the Federal Workforce* (pp. 135-186). Washington, DC: Management Concepts.
- Zaballero, A. G. (2013). Chapter 9 – Selecting performance-consulting strategies. In W. Rothwell (Ed.), *Performance Consulting: Applying Performance Improvement in Human Resource Development* (pp. 237-279). San Francisco: John Wiley & Sons.
- Zaballero, A. G. (2013). Chapter 10 – Implementing performance consulting strategies: The internal work environment. In W. Rothwell (Ed.), *Performance Consulting: Applying Performance Improvement in Human Resource Development* (pp. 280-312). San Francisco: John Wiley & Sons.



- Zaballero, A. G. (2013). Chapter 11 – Implementing performance consulting strategies: The external work environment. In W. Rothwell (Ed.), *Performance Consulting: Applying Performance Improvement in Human Resource Development* (pp. 313-337). San Francisco: John Wiley & Sons.
- Zaballero, A. G., & Park, J. G. (2013). Chapter 12 – Implementing performance consulting strategies: The work. In W. Rothwell (Ed.), *Performance Consulting: Applying Performance Improvement in Human Resource Development* (pp. 338-371). San Francisco: John Wiley & Sons.
- Park, J. G., & Zaballero, A. G. (2013). Chapter 13 – Implementing performance consulting strategies: The worker. In W. Rothwell (Ed.), *Performance Consulting: Applying Performance Improvement in Human Resource Development* (pp. 372-412). San Francisco: John Wiley & Sons.
- Zaballero, A. G., & Park, J. G. (2012). Leadership styles. In J. Lindholm, K. K. Yarrish & A. Zaballero (Volume Eds.) (2012). In HR Forms & Job Aids. In W. Rothwell (Ed.), *The Encyclopedia of Human Resource Management* (Volume 2). San Francisco: Pfeiffer.
- Zaballero, A. G., Tsai, H. L., & Acheampong, P. (2012). Chapter 20 – Leveraging workforce diversity and team development. In C. L. Scott & M. Y. Byrd (Eds.), *Handbook of Research on Workforce Diversity in a Global Society*. (pp. 341-353). Hershey, PA: IGI Global.
- Zaballero, A. G., & Kim, Y. (2012). Chapter 27 – Theoretical frameworks and models supporting the practice of leveraging workforce diversity. In C. L. Scott & M. Y. Byrd (Eds.), *Handbook of Research on Workforce Diversity in a Global Society*. (pp. 463-480). Hershey, PA: IGI Global.
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Refereed Conference Proceedings

- Park, J., Kwon, B., Zaballero, A. G., & Park, J. G. (2013, 29 October) *Key Success Factors of Leadership Development in Korea: A Case Study* ALDP (Allianz Leadership Development Program). Conference Proceedings in the 15th International Leadership Association Global Conference.
- Zaballero, A. G., Alkhalaf, A. H., Jones, M. C., & Welch, S. (2013, February). *Case study of an organizational diagnosis: Retention and employee satisfaction within a personal care home*. Paper presented at the Academy of Human Resource Development 2013 Annual Conference in Washington DC.
- Zaballero, A. G., Park, J. G., & Kwon, B. (2013, February). *Socio-cultural attributes of diverse leaders and how they shape the conceptualization of leadership and preferred coaching strategies*. Paper presented at the Academy of Human Resource Development 2013 Annual Conference in Washington DC.
- Hyung, J. Y., & Zaballero, A. G. (2012, 2 February). *Organizational interventions for an ethical*



workplace: Using the Six Boxes Model. Paper presented at the 2012 AHRD International Research Conference in the Americas, in Denver, CO.

Zaballero, A. G., & Park, J. G. (2012, 2 February). *Case studies: Identifying the evaluation techniques of leadership development programs.* Paper presented at the 2012 AHRD International Research Conference in the Americas, in Denver, CO.

Joshua-Gojer, A., Tsai, H. L., & Zaballero, A. G. (2012). *Comparative analysis of participation of women in leadership in India, Philippines, and Taiwan.* Paper presented at the 10th International Conference of the Academy of HRD (Asia Chapter) in Kuala Lumpur, Malaysia.

Zaballero, A. G., & Clark, R. (2011, February). *Ethical Leadership: Impact on Organizations. Creating Extraordinary Results.* Paper presented at the Academy of Human Resource Development 2011 Annual Conference in Schaumburg, IL.

Zaballero, A. G., Johnson, M. & Kim, Y. (2010). Collaboration between higher education and business/industry using action-learning approach. In *2010 AHRD International Research Conference in the Americas* (p. 38). St. Paul, MN: AHRD.

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Zaballero, A. G., Maldonado-Daniels, C., & Saddler, S. (2010, January). *Education's Role in an Organization's Approach to Implementing a Culture of Diversity.* Presented at the Hawaii International Conference on Education in Honolulu, HI.

Educational and Professional Affiliations

Academy of Human Resource Development (AHRD)

American Society of Training and Development (ASTD)

⇒ *Las Vegas Chapter: Vice President of Administration (2008-2009)*

Comparative International Society

Education Leadership Association (ELA)

International Education Student Association (IESA)

⇒ *Treasurer (2011-2012)*

Leader-Shape Institute (2007)

Learning Performance Systems Graduate Student Association (LPSGSA)

⇒ *Lead - Steering Committee (2011-2013)*

⇒ *Board Member: President (September 2011 – August 2013)*

National Association of Multicultural Education (NAME)

Organization Development Network (OD Network)

Society of Human Resources Management (SHRM)

Workforce Education and Development Society of Peer Mentoring (WSPM)

⇒ *Lead - Steering Committee (2007-2009)*



