

**DR. CORA ANN WILLIAMS, MAIR, MPP**

**SELECTED PROFESSIONAL EXPERIENCE & COMMITMENTS**

**May 2017 – PRESENT**

**MEDIATOR**

**Houston, TX**

- Use of strong communication skills allow me to serve as a neutral third party and a voice of reasoning in order to resolve disputes between parties.
- Effective interpersonal skills that create an environment of trust and mutual respect for all parties involved.
- Use of active listening strategies so I am aware when unconscious bias appears that can result in parties making pre-mature assumptions about another person's motivations. Acknowledge and
- Genuine believer that diversity and inclusiveness are important areas to acknowledge, embrace and honor throughout the mediation process.
- Keen awareness of how to re-direct conversations toward relevant information that will help resolve differences in a timely manner.
- Heightened understanding of strengths and weaknesses of each parties point of view and their position during the pre-mediation and mediation process.
- Dedicated commitment to resolve issues and concerns at the lowest level possible before it escalates into the court system.
- Shadowed several attorneys during equal opportunity cases and family/divorce mediation cases
- Mediated a work-place conflict for a client at the Independent School District (2016)

**July 2007 - Present**

**OWNER - GRACIOUS SPEECH & COMMUNICATION**

Provider of Professional Communication Services which includes but is not limited to the refinement of communication skills for: Business Owners, Entrepreneurs, Kid Entrepreneurs, Administrators, Ministers/Preachers, Motivational Speakers, On-Air Personalities/Hosts and Podcasters.

**July 2002 – August 2015 PROFESSOR OF COMMUNICATION**

**Kingwood, TX**

Lone Star College System (LSCS) – Kingwood

- Taught full-load of 5 Speech Communication Classes during the day, afternoon and evening in a diverse work environment, every semester including summers and on-line. I embraced diversity by encouraging English Speakers of Other Languages (ESOL) in my classes, physically disabled and post-traumatic stress syndrome (PTSD) students felt welcomed and students from challenging non-traditional backgrounds were always respected regardless of their backgrounds.
- Superb interpersonal communication skills so I can communicate effectively with students in the classroom and run a well-organized course that keeps each class functioning smoothly.
- Administrators, faculty and staff rely on my communication skills in committee meetings and when we work collaboratively on projects.
- Knowledge and skill in computer software, such as: WORD, EXCEL, PowerPoint and in different on-line learning system formats.

- Duties Include: teaching full load of speech courses, being a subject matter expert in communication, course design, delivery, test construction, evaluation & assessment of courses, class attendance, classroom management and small group facilitation
  - Introduction To Human Communication (1311)
  - Public Speaking (1315)
  - Interpersonal Communication (1318)
  - Business Communication (1321)

### **TEACHING/TRAINING EXPERIENCES**

- Honors College Mentor, Coach & Evaluator (2014-2015)
- 1<sup>st</sup> Place Winner (Gold in Flyer/Brochure) National Council for Marketing and Public Relations: District 4 Region Winner (Ark, Col., New Mex., Ok., TX, Wy.) Student Success Material (2015)
- Featured Guest Speaker /Trainer: The Academy of Leaders Retreat: Reimagining and Navigating the Pitfalls of Leadership – Lone Star College System (2015)
- NACCS Conference Presenter: “You are what you eat”: Bridging Cultures (2015)
- Moderator: Freshman Fusion - Encouraging Traditional and Non-traditional Students to Enroll in College (2015)
- Moderator and Presenter: Healthy Relationships (2015)
- Center for Civic Engagement Advisory Committee (2013-2015)
- Desire2Learn – Online Learning Management System Certified (2015)
- Honors College Judge and Communication Consultant: (2014)
- Featured Guest Speaker: Student Services Senior Leadership Conference (2014)
- Graduation Moderator: College of Education Graduation (2014)
- Creator/Designer of the Quasi-Linked Class (2012-Present)
- Faculty In-Service Trainer for Adjuncts: Bridging Cultures in the Classroom (2012-2013)
- Co-Contributor: “Bridging Cultures to Form A Nation” National Grant (2012-2014)
- Presenter: “Nothing’s Black or White: A toolbox for Understanding our Students and Ourselves (2011)”
- Sabbatical: “Improving Public Speaking In An On-line Environment” (2010)
- Student Disciplinary Committee (2010-2011)
- Student Disciplinary Liaison (2008-2010)
- Faculty Excellence Award Winner(2008)
- Community Chamber of Commerce: Teacher of the Year Award (2008)
- Faculty Evaluator/Evaluator of Classroom Teaching (2010)
- Achieving the Dream Taskforce (AtD) (2007-2009)
- Be Campus Friendly Student Project (2006)
- National Council of Instructional Administrators (NCIA): Diversity and Inclusiveness Winner (2004-2005)

### **Presentations and Conferences**

As a communication specialist, I have presented at local and national conferences across the country. Multiple presentations were delivered at Lone Star Kingwood (Bridging Cultures Classroom Training; Trainer: “Adjunct Professors and Classroom Communication”, LSC-Kingwood In-service Program, International Student Orientations and many others. Other speeches have been delivered around the country: The American Democracy Project; The National Council of Administrators (NCIA); The Great Teaching Seminar; National Institute of Staff and Organizational Development (NISOD); The American Association of Community Colleges (AACU) and the Texas A&M Center for Distance Education.

I serve students by getting them actively involved in community service, civic engagement issues and global awareness.

Co-coordinator: Womens' History Month; Sponsor of "The Womens Center": Assisted in development of a support group for single mothers; Creator/Designer: "We Are What We Eat: Bridging Cultures Through Food" taught students how to appreciate differences through food. In addition, I earned multiple mini-grants for directing and designing the following student success projects: "The Faces of Service Learning"; "Let's Talk: Televised Student Political Panel Discussion", Moderator and Editor; "Let's Talk: Business Speech Students and English Speakers of Other Languages (ESOL) business project"; "Resume' Express"; "Be Campus Friendly"; "Look Up and Hope Community Project"; Advisor to the International Service Learning Philippines Project; "Handling Disruptive Students" contributing writer; "Valentines for Our Military Heroes" Class Project; Bordersville: Historic Slave Cemetery Restoration Project and obtained a historic cemetery landmark designation; International Student Orientation: "Opening the Doors to Education", Keynote Speaker; Outstanding Student Awards Banquet, Presenter; Live Radio Chat for the Chamber of Commerce Service Learning Benefits Discussion, Expert Commentator; Immigration Forum –"Making Connections", Facilitator; "Freedom Riders and the Fight for Civil Rights: A Profile in Courage", Moderator.

### **Institutional Service**

Institutional Service validates that I am committed to serving others and I actively contribute to the positive outlook our college has by participating in multiple community service projects.

National Grant Contributor and Committee Member: "Bridging Cultures to Form a Nation: Difference, Community, and Democratic Thinking Institute"; Building Citizen Professionals: Enriching Course work through Civic Engagement; Speaker Series Member; LSC-Kingwood Common Read Participant; American Democracy Project: "*Not Yo' Mama's Service Learning Project*", Presenter; Serving on various Accreditation Committees for Lone Star College System; Promoting the college through various community service projects such as: "Foundations of Excellence Dimensions for Improvement"; Achieving the Dream (AtD) Task Force "Recruitment and Retention of Minority and Diverse Student Populations"; Authored Faculty Senate Constitution; Serving on various hiring committees including: Dean of Arts and Humanities; English Professor; Developmental English Professor; Speech Professor; English Speakers of Other Languages (ESOL) Professor. In addition, I have participated in multiple opportunities that contribute to a positive campus such as: Moderator: "Political Debates in the Classroom: A Free for All?"; Student Disciplinary Board Member; Event Coordination Team for the "20<sup>th</sup> Anniversary Kingwood College"; PBS Special Project "Crisis in Health Care", Moderator; Radio advertisement voice over talent; television commercial talent; public service announcements talent; Lone Star System phone system voice talent and voicing Kingwood's 25<sup>th</sup> anniversary; Reader to 2<sup>nd</sup> Graders: "Scarredy Squirrel Makes A Friend".

### **Community Service**

I have been involved with community based organizations. I served as a YMCA Board Member for Greater Lake Houston on the Special Events and fund raising committees; Volunteered with Volunteers of America; Regent Care Nursing Home volunteer, a United Way volunteer and Hospice Volunteer.

### **Professional Development Training**

My collective educational experiences have made me a life-long learner. I am professionally trained in Deliberative Dialogues; Office of Disabled Student: Understanding Post-traumatic Stress Disorders, ADHD, Autistic and Special Needs Students; Diversity and Civil Rights Compliance: "A Framework for Understanding Poverty"; received training in "Diversity Issues and Valuing Differences"; "Dealing with

Generation 'X' Students"; "Writing Across the Curriculum"; "Distance Learning Teaching Strategies"; earned certificates in learning management systems such as: VISTA, ANGEL, Blackboard and Epsilon. Attended seminars: Speakers Series Participant; Secession, The Civil War and Reconstruction: First Annual History Day (LSC-Kingwood); "The Best Kept Secrets to Marketing Yourself"; "Intercultural Communication", "Learning Conversational Spanish through Total Spanish Immersion" in Morelia Mexico "The Art of Negotiation", "Nothing is Black or White Series"; "How to Have Positive Interpersonal Relationships"; Also seminars in Key Fund Raising, Online Fund Raising, Personal Finance & Grant Writing.

### **Awards**

I have won multiple local and national awards in communication, teaching, service learning, and community service projects.

### **EDUCATION**

#### **Mediation Certificates (2017)**

*University of Texas at Arlington & Mediation Worlds, PLLC*

*Category: Basic; Category: Advanced Family; Category: Child Protective Services (CPS)*

**Basic & Advanced Leadership Certificates, Houston, TX – Word Of Faith Bible Institute (2015 & 2016)**

### **DEGREES**

**PhD – University of Minnesota—Doctorate: Organizational Communication (1994)**

**MAHR– University of Minnesota—Masters: Human Resources & Industrial Relations (1992)**

**MPP– University of Michigan—Masters: Human Resources & Industrial Relations (1989)**

**BA – Tuskegee University—Business Administration (1987)**