

# Rosalee Ellis Payne, D.B.A.

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## Professional Profile

Through innovative teaching techniques, both in-class and online, I deliver specialized tools necessary for students to effectively manage and engage employees within business and workplace environments. Having developed advanced business and leadership skills over a 33+ year career history, my students gain valuable insight and concepts they can apply to real life situations in the workplace and throughout their careers.

## Educational Background

**D.B.A.** Nova Southeastern University, Davie, FL 1999

**Emphasis:** Business Administration

**Specialization:** Human Resource Management

**M.S.** St. Thomas University, Miami Gardens, FL 1986

**Emphasis:** Public Management

**B.A.** Industrial Technology 1984

**Emphasis:** Business Management

## Teaching Experience

**Interim Dean** 2022- Present

**Florida Memorial University**

**Miami Gardens, FL**

**Associate Professor – Management**

**Florida Memorial University**

2018 - Present

**Miami Gardens, FL**

**Associate Professor - Management & Business, Aug 2017 – Aug 2018**

**Lynn University**

**Boca Raton, FL**

**Adjunct Instructor – Adjunct Faculty, Management & Business Courses**

**Florida Memorial University**

2000 - 2019

**Miami Gardens, FL**

## Coursework Offered

- Business Ethics & Society
- Human Resource Management
- Principles of Management
- Organizational Development
- Labor Relations
- Compensation & Benefits

### *Core Proficiencies*

- Change Management
- Business Leadership
- Employee Engagement
- Training & Development
- Teambuilding
- Policy Development
- Business Ethics

- Strategic Management
- Hotel, Travel & Tourism
- Business Management

### **Educational Discussions**

#### **Johnson & Wales University, North Miami, Florida – Bi-Annual Discussions (Travel & Tourism)**

- *Preparing for the Workplace*
- *My Boss is Difficult- How to work with a Difficult Boss*

#### **Business Organizations – Ongoing Discussions**

- *Dressing for the Position you want*
- *Your Word is Your Bond*
- *How to Succeed in an Organization*
- *Taking Initiative*
- *Give Trust to Get Trust*

### **Teaching Philosophy**

I believe in bringing internal thoughts, ideas and personal uniqueness to the forefront by teaching the importance of effective business management and leadership in real and relevant ways. Each individual is invited into an atmosphere welcoming their input, allowing them to grow socially, emotionally, and intellectually. I have found that this emotional, social, and intellectual growth will motivate students to actively engage and participate in classroom discussions in conventional and unconventional ways. Through my teaching, I allow students to use their inquisitive minds to learn, lead and guide them, while providing access to information, yet requiring them to search independently for answers to their questions. Authentic discussions are key elements in my courses, specifically focused on engaging students during their class experience. Sharing personal experiences, using life examples and participating in role playing are useful tools to help students fully immerse themselves in communication courses while achieving course objectives.

### **Inspiration**

I believe in the power of teaching others – helping them to interpret and implement strategic managerial and business techniques. It motivates me to empower my students with business knowledge and introduce new concepts sure to accelerate their growth. Seeing my students express their visions, thoughts, passions and ideas with the intent to gain clarity around the way business is interpreted in the modern world is inspiring beyond measure. I have the benefit of watching my students grow during my courses and enjoy hearing stories of how they were able to apply the skills learned in my classes in “real life” situations. It is stimulating to teach my students and also learn from them.

### **Business Teaching Techniques**

We experience business in a variety of ways, all of which can immediately impact future outcomes. My courses include group, lecture and interactive sessions all focused on various elements related to business. Students engage in group analysis, brainstorming and creative ideas linked to organizational development,

ethics and strategic business concepts. Students are encouraged to expand and offer new ideas they believe will improve business when faced with conflict. Learners have the opportunity to share thoughts on possibilities and impossibilities based on assumed truths. We apply techniques learned to real life events to demonstrate the importance of professional development within business relations and across several industries.

### **Professional Experience**

#### **Senior Director, Shared Resource Services – Carnival Cruise Lines (2007-2017)**

In this capacity, I develop new HR policies and standards for Sales and Service departments; create strategies to improve employee attendance and reduce employee turnover. I also provide training and support on various initiatives: core/service values; talent management; supervisory leadership training; and employee progression. To ensure quality training is effective, I facilitate and lead departmental meetings; hire faculty, conduct employee performance evaluations; conflict resolution; and give change management support for a team of six managerial direct reports.

#### **Director, Training & Quality Assurance – Carnival Cruise Lines (1997-2007)**

Appointed to this position to continue an ongoing effort to increase customer satisfaction and client acquisition. I oversaw inbound direct sales team and was able to increase sale conversions approximately 17% within my first two years in this capacity. During my tenure in this role I zealously vetted international companies for outsourcing business ventures and provided training and quality assurance support for those ventures requiring hiring and managing within our individual reservations departments including a 600+ employee call center. As an added benefit to the organization and to increase community engagement, I organized an internship program and partnership with Miami-Dade County Travel & Tourism Board. This program continues to increase sales for the organization while benefiting the community and recent graduates.

Various Management & Supervisory Positions Held – Carnival Cruise Lines (1984 – 1997)

### **Publications**

*Effective Quality Assurance – Educates & Motivates*

### **Professional Affiliations**

American Society of Training and Development (ASTD)

Society of Consumer Affairs Professionals (SOCAP)

Society of Human Resource Management (SHRM)

Big Brother Big Sister of America (BBBS), High School Mentoring Program

Commissioner Barbara Jordan's Summer Youth Program

## **Honors and Awards**

25 Influential Black Women in Business, The Network Journal (2017)

Onyx Magazine, *Women on the Move* – Keynote Speaker (2017)

Black Enterprise Women of Power Summit, *How to Build a Team* (2016)

Named among 25 Most Influential & Prominent Black Women in Business *Legacy Honors* (2012)

Recognized as South Florida's Top Black Corporate Executive (2011)

Ranked as Subject Matter Expert (SME) for Travel & Tourism by industry leadership

## **Community Service**

Keeping it Real – Working with teenage youth at Mt. Tabor Baptist Church

Camillus House – Volunteer service