

About the Contributors

Ephraim Nikoi (Ph.D., Ohio University) is an Assistant Professor of Communication in the Communicating Arts Department at University of Wisconsin – Superior. As a distance-learning instructor, he explores how to use technology to promote learning and collaboration. He facilitates collaboration between his students and students from other parts of the world to enhance their intercultural communication competence through the use of technology. He is passionate about promoting global awareness and education as a way to enhance cross-cultural communication. His research interests also include communication processes in organization as they relate to identification, decision-making, and community development. He provides consultancy services to community based organizations in developing countries. His current project focuses on decision-making processes at local government levels in developing countries.

Kwasi Boateng is a faculty member at the School of Mass Communication at the University of Arkansas at Little Rock. His research focuses on new communication technologies, their everyday application, and cultural impact. He has authored and coauthored books, book chapters, peer-reviewed journal articles, and given research and technical presentations at various conferences. He organizes workshops for high and middle school students on Web design and open source tools for online communication.

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Albert S. Akyeampong holds a Ph.D. in Instructional Technology from Ohio University, United States, MSc. degree from the University of Reading in England, bachelor's degree from University of Ghana, and Certificate in Project Management from Aalborg University in Denmark. Dr. Akyeampong teaches courses in computer technology education, such as Technology Applications in Education, Media and the Young Adult, Leadership and Professional Development in Technology, Instructional Media and Educational Technologies, and Education Applications of the Internet. Dr. Akyeampong has designed and taught course both face-to-face and online. Dr. Akyeampong's research interests include the use of technology in the development and delivery of instruction (online and face to face). Dr. Akyeampong's research focuses on examining new technologies, including digital media, open source software, and Web 2.0 technologies and their role in education.

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Neeta Baporikar, Professor (Strategic Management and Entrepreneurship) is currently on an academic assignment with Sultanate of Oman, Ministry of Higher Education (MOHE), as Head, Scientific Research Department Salalah College of Applied Sciences. With more than a decade of experience in industry, consultancy, and training, she made a lateral switch to research and academics in 1995. Dr. Baporikar holds D.Sc (Management Studies), USA, Ph.D. in Management, University of Pune, India, with MBA (Distinction) and Law (Hons.) degrees. Apart from this, she is also an External Reviewer Oman Academic Accreditation Authority, Accredited Management Teacher, Qualified Trainer, Doctoral Guide and Board Member of Academics and Advisory Committee in accredited B-Schools. Reviewer for international journals, she has to her credit several refereed research papers and authored books in the area of Entrepreneurship, Strategy, Management, and Higher Education.

Charalampos Chelmis is a Ph.D. candidate in Computer Science at the University of Southern California, Los Angeles. His research focuses on modeling complex networks, their properties, hidden structures and dimensional interdependencies, mining large-scale, real-world social networks, and designing efficient, scalable algorithms by combining Graph Theory and Semantic Web Technologies, Big Data Analytics and Machine Learning, sociometric features and measures. His research has been published at top venues, including SocialCom, ASONAM, TOIS, and SNAM. He received his Master of Science in Computer Science from the University of Southern California in 2010 and his Bachelor in Computer Engineering & Informatics from the University of Patras, Greece, in 2007. He is a member of ACM and IEEE.

Edward T. Chen is Professor of Management Information Systems of Operations and Information Systems Department in the Manning School of Business at University of Massachusetts – Lowell. Dr. Chen has published over sixty refereed research articles in scholarly journals such as *Information & Management*, *Journal of Computer Information Systems*, *Project Management*, *Comparative Technology Transfer and Society*, *Journal of International Technology and Information Management*, *International Journal of Innovation and Learning*, etc. Dr. Chen has served as vice-president, board director, track chair, and session chair of many professional associations and conferences. Professor Chen has also served as journal editor, editorial reviewer, and ad hoc reviewer for various academic journals. Dr. Chen has received the Irwin Distinguished Paper Award at the Southwestern Federation of Administrative Disciplines conference and the Best Paper Award at the International Conference on Accounting and Information Technology. His main research interests are in the areas of Project Management, Knowledge Management, Software Development, and Green IT.

Stacey L. Connaughton (Ph.D. The University of Texas at Austin, 2002) is an Associate Professor and the Associate Head of School in the Brian Lamb School of Communication at Purdue University. Her research examines leadership and identification in geographically distributed contexts, particularly as these issues relate to virtual teams and political parties. Her research has been funded by the National Science Foundation, the Carnegie Foundation, the Russell Sage Foundation, and Purdue's Center for International Business Education and Research. Her research has appeared in *Small Group Research*, *Journal of Communication*, *Management Communication Quarterly*, *Communication Studies*, *Corporate Communication: An International Journal*, *Knowledge Management Review*, and has authored a book, *Inviting Latino Voters: Party Messages and Latino Party Identification*. Dr. Connaughton is the Director

of the Purdue Peace Project, a funded project in West Africa. Dr. Connaughton was a research fellow with the Leadership Development Research Unit of the U.S. Army Research Institute. She has been invited to present her research to industry, military, and higher education, and has facilitated workshops on virtual teams, leadership, and team building in the United States, Canada, and China.

Ayla Esen is an Assistant Professor of Management and Organization at Istanbul Kemerburgaz University, where she also serves as Chair of Department of Business Administration. Esen holds an undergraduate degree in Industrial Engineering from Istanbul Technical University. She received her MBA and Ph.D. in Management from Bogazici University (Istanbul, Turkey). Her professional experience includes ten years as an expert and consultant in strategic management. Esen's research focuses on cooperative strategies, scenario planning, participative management processes, and social innovation. She has presented at numerous national and international management and organization studies conferences.

Madelyn Flammia is an Associate Professor of English at the University of Central Florida in Orlando, Florida. She teaches both graduate and undergraduate courses in Technical Communication. Dr. Flammia is the co-author of *Intercultural Communication: A New Approach to International Relations and Global Challenges* and the editor of the Society for Technical Communication anthology, *Perspectives on the Profession of Technical Communication*. She has published articles in *IEEE Transactions on Professional Communication*, *Technical Communication*, and the *Journal of Technical Writing and Communication* among others. Dr. Flammia has given presentations on intercultural communication and on global virtual teams at professional conferences and for corporate audiences.

Beth Gitlin, MBA, MA, is a Ph.D. candidate in Industrial Organizational Psychology with an international concentration at the Florida Institute of Technology in Melbourne, Florida. She is currently the Director for the Women's Business Center at FIT in addition to being an affiliate of the Institute for Cross Cultural Management. She teaches courses in cross cultural management and business development as an adjunct professor in the Nathan M. Bisk College of Business. Most recently, she was president and owner of Global Passages LLC., an international trade consulting company. In addition, she has 18 years of experience in retailing, manufacturing and the importing and exporting of consumer-packaged goods. Prior to owning Global Passages, she was vice president of imports and product development for General Foam Plastics Corp., a manufacturer and importer-exporter of seasonal product. Additionally, she served nine years with Wal-Mart in various merchandising and international positions with responsibilities involving trade with over 26 different countries. She also served four years as a lieutenant in the U.S. Army Signal Corps. She earned an MBA degree at Chaminade University of Honolulu and a master's degree in Asian Studies at the University of Hawaii. Ms. Gitlin's current research interest includes leadership in global virtual teams, women, and leadership in global organizations and women's global economic development within the field of Humanitarian Work Psychology.

Asli Goksoy is an Assistant Professor in the Business Department at American University in Bulgaria. Her research interests include change management, organizational justice, ethics, and employee burnout. Dr. Goksoy received her Ph.D. in Organizational Behavior from Marmara University in 2009. She has a Masters in International Business from Pace University, Lubin School of Business, and a Bachelors degree in Economics from Istanbul University. Prior to joining AUBG, Dr. Goksoy worked for Istanbul Commerce University for six years and the corporate sector for over 5 years.

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Kathleen M. Golden is a professor of Communication and Media Studies at Edinboro University of Pennsylvania. Her Ph.D. is in Rhetoric and Communication from Kent State University (1990); she has an MA in English from Youngstown State University (1982) and a B.S. in Education also from Youngstown State University (1977). She has over thirty years of higher education teaching experience including over six years of high school teaching experience. Her research interests include small group communication, organizational communication, and performance studies. She most recently has written, directed, and produced a documentary film on early 20th Century stage entertainment titled, *Three Vaudeville Women: May Irwin, Marie Dressler, and Eva Tanguay*. She teaches in both the graduate and undergraduate programs in Communication Studies at Edinboro University. She frequently does consulting work in small group dynamics, health communication, interviewing, and nonverbal communication. She currently serves on the Educational Testing Service board and serves as a peer reviewer for *Telematics and Informatics* journal and National Communication Association's Organizational Communication Division.

Helena Heizmann is a Lecturer in the MBA program at the University of Technology, Sydney. Her teaching and research interests include organisational communication, knowledge management, and the study of organisational discourse. Dr. Heizmann received her Ph.D. in International Communication from Macquarie University in 2011. She also holds a Masters degree in Information Science from Saarland University and an Executive Certificate in Knowledge Management from the University of Technology, Sydney. Dr. Heizmann's research has been published in *Management Learning*, *Information Research*, and *The International Journal of Knowledge, Culture, & Change Management*. Her work is grounded in a social constructionist approach that highlights the constitutive nature of communication in areas such as leadership, group collaboration, and change management. She is particularly interested in the development of practice-based, dialogic approaches to the management of organisational boundary relations.

Bart L. MacCarthy is Professor of Operations Management at Nottingham University Business School. His research spans the analysis, modeling, and design of operational systems in business and industry, including international supply networks. He has published widely in the Production/Operations Management and Management Science literatures on planning and control, supply chain design, and Mass Customization. He is a Fellow of the Institute of Mathematics (IMA), the Institution of Engineering and Technology (IET), and The Institute of Operations Management (IOM).

Yuping Mao (Ph.D., Ohio University) is an Assistant Professor in the Department of Media and Communication at Erasmus University Rotterdam, The Netherlands. Prior to moving to Europe, Yuping worked as the academic developer in the Graduate Program of Communications and Technology at the University of Alberta in Canada. Her research focuses on intercultural, organizational, and health communication. Yuping teaches undergraduate and graduate courses on research methods, organizational communication, health communication, media campaigns, and culture, new media, and international business. She supervises both undergraduate and graduate theses. Her work has appeared in many peer-reviewed journals and edited books, including *Communication Research*, *Canadian Journal of Communication*, *China Media Research*, *International Journal of Health Planning and Management*, *Journal of Substance Use*, and *Italian Journal of Pediatrics*.

Pamela L. Morris is an Assistant Professor of Communication Studies at the University of Wisconsin – La Crosse, where she specializes in media studies and new media. She received her Ph.D. in Communication from Purdue University. Prior to her studies at Purdue, Dr. Morris studied computer science and worked at IBM for 12 years as a programmer and project manager. Her primary research interests are virtual work and technology adoption in organizations, and uses and effects of technology in the media and in the classroom. Dr. Morris recently completed a large grant that involved training supervisors of virtual employees in a government organization. Her current research projects include investigating reality television, legal issues surrounding Facebook's "Like" button, and the use of social media between instructors and students. Dr. Morris particularly enjoys her teaching duties, whether on campus or the virtual classroom.

Pellas Nikolaos is a Ph.D. Candidate at the Department of Product and Systems Design Engineering, University of the Aegean, in Greece. He obtained a Masters degree in Education with ICT in the field of e-learning with the utilization of virtual worlds in 2010 from the Aristotle University of Thessaloniki. In 2011, he wrote a research book about the pedagogical added value of virtual environments in the e-learning process in which he seeks to present a better administration of the organizational complexity between avatars' interactions with a proposed collaborative "cybernetic" model. Currently, he has begun his dissertation research that applies to the configuration and co-manipulation of virtual worlds in e-Education. Learning applications with the teamwork technique "Jigsaw" and the investigation of engagement factors association with the users' presence in virtual communities of inquiry are also in his research field. He has an extensive experience in teaching different disciplines of e-Education, especially in adult groups and students of the Secondary Education. His research interests include the use of ICT in e-Education with more emphasis on learning process with "open-source" virtual worlds as "Metaverse" skins according to the contemporary instructional formats.

Robert Pasley is a Research Fellow at The University of Nottingham, UK. His current research addresses group decision support within product lifecycles and Product Lifecycle Management (PLM). He has given conference presentations and published articles on a variety of subjects linked to information management. His Ph.D. involved Web mining spatial representations of vernacular place names.

Alicia M. Phebus earned her Master of Science degree in Industrial/Organizational Psychology from the Florida Institute of technology in 2013. Prior to this, she specialized in the design, implementation, and analysis of employee opinion surveys for multinational companies, public agencies, and private universities including employee onboarding, employee engagement, and culture and diversity assessments. Alicia has also assisted in the development and implementation of a variety of employee selection initiatives as well as 360-degree feedback tools and leadership development programs. Alicia graduated Magna Cum Laude with a B.A. in Psychology from the University of Colorado at Boulder in 2009. Her research interests include organizational justice, trust, employee engagement, and virtual teams.

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Patricia Pineo is Professor Emeritus of Computer Science at Edinboro University. She currently serves as Director of the James F. Drane Bioethics Institute. She received her Bachelor of Arts degree in mathematics from Duke University and her M.S. and Ph.D. in computer science from the University of Pittsburgh. She has published many papers and given numerous presentations in her research field centering on debugging of parallelized or optimized programs. Dr. Pineo's research for this publication resulted from a strong involvement in university governance and an interest in engendering a more efficient and interactive communication among stakeholders in a large organization.

Viktor K. Prasanna is Charles Lee Powell Chair in Engineering in the Ming Hsieh Department of Electrical Engineering and Professor of Computer Science at the University of Southern California. His research interests include High Performance Computing, Parallel and Distributed Systems, Reconfigurable Computing, and Embedded Systems. He received his BS in Electronics Engineering from the Bangalore University, MS from the School of Automation, Indian Institute of Science, and Ph.D in Computer Science from the Pennsylvania State University. He is the Executive Director of the USC Infosys Center for Advanced Software Technologies (CAST) and is an Associate Director of the USC-Chevron Center of Excellence for Research and Academic Training on Interactive Smart Oilfield Technologies (Cisoft). He also serves as the Director of the Center for Energy Informatics at USC. He served as the Editor-in-Chief of the *IEEE Transactions on Computers* during 2003-06. Currently, he is the Editor-in-Chief of the *Journal of Parallel and Distributed Computing*. He was the founding Chair of the IEEE Computer Society Technical Committee on Parallel Processing. He is the Steering Co-Chair of the IEEE International Parallel and Distributed Processing Symposium (IPDPS) and is the Steering Chair of the IEEE International Conference on High Performance Computing (HiPC). Prasanna is a Fellow of the IEEE, the ACM and the American Association for Advancement of Science (AAAS). He is a recipient of the 2009 Outstanding Engineering Alumnus Award from the Pennsylvania State University.

Marissa L. Shuffler, Ph.D., is an assistant professor of Industrial/Organizational Psychology at Clemson University. Dr. Shuffler's research primarily focuses on investigating issues of teamwork and leadership in complex environments, with a particular emphasis on individual and team training design, development, and evaluation; leadership and leader development; team and leader adaptability; multicultural team issues; and virtual/distributed teams. She has conducted this research for government, military, and non-profit organizations, including the Department of Labor, the Department of Homeland Security, the Center for Army Leadership, George Mason University, the Four Seasons Hotel, and TIAA-CREF. She is the recipient of the 2011 Joyce and Thayer Fellowship Award and the 2011 I/ITSEC Graduate Student Scholarship, both for her work on team and leadership training and development. Dr. Shuffler has presented over 60 papers and posters at national conferences and has over 30 publications in scholarly journals and edited books on these and related topics. She holds a Master's Degree in Industrial and Organizational Psychology from George Mason University and a Ph.D. in I/O Psychology from the University of Central Florida.

Craig R. Scott (Ph.D., Arizona State University) is a Professor of Communication in the School of Communication & Information at Rutgers University. His research examines communication technology use, identification, and anonymous communication in the workplace—with a special emphasis on hidden organizations. His work related to anonymous communication specifically has been published in *Communication Theory*, *Management Communication Quarterly*, *Journal of Computer-Mediated Communication*, *Journal of Applied Communication Research*, *Western Journal of Communication*, *Communication Quarterly*, *Communication Yearbook*, *Free Speech Yearbook* and his book titled *Anonymous Agencies*, *Backstreet Businesses*, and *Covert Collectives: Rethinking Organizations in the 21st Century*.

Francesco Sofo (Ph.D.) is a Professor in Education and past Associate Dean (Education) at the University of Canberra (Australia). Francesco has been a Visiting Professor at international universities in UK, USA, Switzerland, China, Italy, Spain, and Slovenia. Francesco's expertise is in human resource development, and his career goal is to be the best he can in assisting in the learning and development of individuals, teams, and organisations. He is a Fellow of the Australian Human Resource Institute. His current research is in the area of educational leadership, transfer of learning, team performance, emotional competence and adaptive decision making.

Michelle Sofo is an Adjunct Professional Associate of the Faculty of Education, Science, Technology and Mathematics at the University of Canberra (Australia). Michelle has been the recipient of two Chancellor's Commendations, an Australian Postgraduate Award and a nomination for the Herbert Burton University Medal. Michelle's doctoral research was in the area of competition law where a multi-jurisdictional comparative analysis was conducted regarding the incidence and perception of cartel conduct. Michelle has completed research on the historical changes affecting the Australian Federal Police where she graduated with First Class Honours. Current research interests include white-collar crime, online fraud, e-commerce, critical thinking, and tertiary education.

Vikram Sorathia is co-founder and CEO of Kensemble Tech Labs – a tech startup focused on development of online service marketplace. Before founding Kensemble, he was a postdoc & project manager at University of Southern California (USC) and research associate at University of Twente in The Netherlands. He received his Ph.D. in information and Communication Technology from DA-IICT, India. His expertise and research interests are in the area of Big Data analytics & integration, services science, knowledge management, and software architecture frameworks.

Kirk St.Amant is a Professor of Technical and Professional Communication and of International Studies at East Carolina University. His research focuses on international and intercultural communication as it relates to online media and includes international virtual workplaces, international outsourcing/offshoring, and the effects of globalization on online education. He has worked on international projects for companies such as Medtronic, VERITAS Software, the Braun Corporation, and Unisys, and for the non-profit organizations the Humanitarian Demining Information Center (HDIC) and the Consortium for the Enhancement of Ukrainian Management Education (CEUME). Kirk is a senior member and an Associate Fellow of the Society for Technical Communication (STC), and serves on the editorial board for the STC journal *Technical Communication*.

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C. Erik Timmerman (Ph.D., University of Texas) is an Associate Professor in the Department of Communication at the University of Wisconsin-Milwaukee. His research focuses upon organizational communication and, specifically, uses and outcomes of communication technology and communication in customer service transactions. His previous research has appeared in a variety of journals including *Communication Monographs*, *Communication Research*, and the *Journal of Applied Communication Research*. He teaches online and face-to-face versions of courses such as Business and Professional Communication, Organizational Communication, and Quantitative Research Methods.

Özalp Vayvay, Ph.D., works in the Industrial Engineering Department at Marmara University. He is currently the Chairman of the Engineering Management Department for Graduate Studies at Marmara University. His current research interests include new product design and concurrent engineering, technology management, operations management, supply chain management, business process reengineering. Dr. Vayvay has been involved in R&D projects and education programs for an over the past 20 years.

Jessica L. Wildman, Ph.D., is an Assistant Professor at the Florida Institute of Technology and an affiliate of the Institute for Cross Cultural Management. She earned her Ph.D. in industrial/organizational psychology from the University of Central Florida in 2011 under the direction of Dr. Eduardo Salas. Dr. Wildman has co-authored nine book chapters and eleven refereed journal articles and has presented over twenty times at professional conferences on topics including cultural competence, trust development and repair, and team measurement and effectiveness. She was awarded the Interservice/Industry Training, Simulation, and Education Conference (IITSEC) doctoral scholarship in 2010 and the Interdisciplinary Network for Group Research (INGRoup) best conference poster award in 2009. Her current research interests include interpersonal trust, multicultural performance, and team processes and performance.

Yun Xia (Ph.D., Southern Illinois University, 2002) is a Professor in the Department of Communication and Journalism at Rider University (Lawrenceville, New Jersey). He teaches print media and digital media design courses. His research interests are on the social impact of computer-mediated communication, educational applications of communication technologies, visual intelligence of graphic communications in new media, and semiotic analysis of communication signs in new media. His current studies include the exploration of logic forms in analog and digital communication and technology use in different cultures. His works have appeared in journals such as *Human Communication*, *China Media Research*, *The Intercultural Communication Studies*, and *The American Journal of Semiotics*.

Ahmet Yilmaz graduated from Industrial Engineering and completed his master's degree in the same field. In parallel of master's degree study, he started his professional career in a company in private sector as a quality assurance engineer and continued as production planning manager. As today, he works in an multinational company as a coordinator of Integrated Management Systems including quality, environment, health, safety, information safety and process management.

Beliz Ozsoy Yilmaz was born in İstanbul. Shortly after, she moved to Canada where she spent her childhood. Yilmaz completed her undergraduate degree in Business Administration and her Master's in Engineering Management. She continued her career as an Import Specialist at an international company. Currently she is an Import and Export Specialist in an international company which is a world leader in electrical engineering and electronics. Besides working in private sector in the field of Foreign Trade, she also likes writing academic studies in her free time.