

KYOUNG-AH NAM, PH.D.

4400 Massachusetts Ave, NW • American University • School of International Service • Washington, DC 20016-8071
(612) 226-1067 • nam@american.edu

CURRENT POSITION

Assistant Professor of Intercultural Communication/ Education (tenure track) August 2011-present
American University, School of International Service, International Communication Program, Washington, DC

EDUCATION

University of Minnesota, Minneapolis, Minnesota 2011
Ph.D. in International Education and Intercultural Training (Focus on Intercultural Communication)
Department of Organizational Leadership, Policy, and Development
College of Education and Human Development
• Dissertation: Intercultural Development in the Short-Term Study-Abroad Context: A Comparative Case Study Analysis of Global Seminars in Asia (Thailand and Laos) and Europe (Netherlands)
Dissertation Chair: Dr. David Chapman

University of Oregon, Eugene, Oregon 1999
M.A. in International Communication and Journalism
School of Journalism and Communication
• Thesis: The Voice of America External Service: Its Adaptation to the Post-Cold War Information Era

Indiana University, Bloomington, Indiana 1995
Study Abroad (Language and Culture Exchange Program)

Duksung Women's University, Seoul, South Korea 1994
B.A. in Sociology
Graduated with First Class Honors

Oxford University, England 1993
Study Abroad (International Exchange Program)

PUBLICATIONS

MANUSCRIPTS IN PROGRESS

1. **Nam, K. A.**, Weaver, G., & delMas, R. (in press). Major Ethical Issues in the Field of Intercultural Relations: An Exploratory Study, L. Arasaratnam and D. Deardorff (eds), *International Journal of Intercultural Relations*.
2. **Nam, K. A.** (in press). High-context and low-context communication. In J. M. Bennett (ed.), *The SAGE Encyclopedia of Intercultural Competence*. Thousand Oaks, CA: Sage Publication, Inc.
3. Joo, B. & **Nam, K.A.** (under review). Determinants of Career Satisfaction for the Public Service Employees in South Korea. *Journal of Career Development*.
4. **Nam, K. A.** Assessing the Effects of Short-Term Study Abroad Programs: A Comparison of Two Case Studies of Global Seminars in Asia and in Europe.
5. **Nam, K. A.** & delMas, R. What is Happening in the STEM Classroom? Preparing Interculturally Competent STEM Instructors and Students.

6. Yoshida, T., Luo, Y., Goda, E., Fan, H., & **Nam, K. A.** Similarities and Differences in Chinese, Japanese, and Korean Communication Styles.

RESEARCH PROJECTS IN PROGRESS

1. **Nam, K. A.**, Park, S., & Cho, S. The Current State of Cross-Cultural Communication Research: A Citation Network Analysis of the *International Journal of Intercultural Relations*, 1977-2013.
2. **Nam, K. A.** & Park, S. The Impact of Organizational Learning Culture, Cultural Intelligence, and Transformational Leadership on In-Role Job Performance.
3. Lee, M. & **Nam, K.A.** Understanding Multicultural Education in Korea: Challenges, Issues, and Moving Forward.

PEER-REVIEWED JOURNAL ARTICLES

1. **Nam, K. A.** (2014). Short-term study abroad: Quality, not quantity. *Intercultural Management Quarterly*, 15(2): 14-17.
2. **Nam, K. A.**, Cho, Y., & Lee, M. (2013). West meets East? Identifying the gap in current cross-cultural training research. *Human Resource Development Review*, 13(1), 36-57.
3. **Nam, K. A.**, & Fry, G. W. (2012). Re-imagining Internet scholarship: Academic uses and abuses of the influential Internet social network, Facebook. *E-Learning and Digital Media*, 9(2), 57-72.
4. **Nam, K. A.** & Condon, J. (2010). The D.I.E. is cast: The continuing evolution of intercultural communication's favorite classroom exercise. *International Journal of Intercultural Relations*, 34(1), 81-87.
5. **Nam, K. A.** & Fry, G. (2010). The development of global literacy and intercultural competence as a response to the complex challenges of the 21st Century: A meta-synthesis. *The Asian Journal of Educational Research and Synergy*, 2(2), 9-32.
6. Gundling, E. & **Nam, K. A.** (2009). Human resource development training: Focus on Korea. *Manage Smarter*. Nielsen Business Media, Inc. (Peer-reviewed article in professional journal).

RESEARCH MONOGRAPH

1. Fry, G., Paige, R. M., Jon, J., Dillow, J., & **Nam, K.-A** (2009). *The transformative power of study abroad*. Portland, Maine: Council on International Educational Exchange (CIEE). Occasional paper 32.

BOOK CHAPTERS

1. **Nam, K.-A.**, Cho, Y., & Lee, M. (2014). Cross-cultural training and its implications for HRD. In R. F. Poell, T. S. Rocco, & G. L. Roth (Eds.), *The Routledge companion to human resource development* (chapter 51). London: Routledge.
2. **Nam, K.-A.** (2012). DAE Exercise. In K. Berardo & D. Deardorff (Eds.), *Building cultural competence: Innovative activities and models* (pp. 53-57). Sterling, VA: Stylus Publishing.
3. Liptak, C., Meyers, C., **Nam, K. A.**, & Stetsenko E. (2007). High and low context culture. In C. Ross & J. Dunphy (Eds.), *Strategies for teaching assistant and international teaching assistant development: Beyond micro teaching* (pp. 103-110). San Francisco, CA: Jossey-Bass.

REFEREED INTERCULTURAL EDUCATION MATERIALS

1. **Nam, K.A.** & Yu, A.E (2013). Doing business with South Koreans. *Diversophy*. Santa Cruz, CA: George Simons International.
Diversophy, an intercultural education material that has been used by over 1000 organizations since 1992 (<http://www.diversophy.com/>)

SELECTED CONFERENCE PRESENTATIONS

1. "Understanding Multicultural Education in Korea: Challenges, Issues and Moving Forward," a juried paper co-presented at the 2014 American Educational Research Association (AERA) Annual Conference. Philadelphia, PA: April, 2014.
2. "Preliminary findings: Ethical Issues in Intercultural Relations," a juried paper presented at the Intercultural Management Institute (IMI) Conference. Washington, DC: March, 2014.
3. "Intercultural interactions in STEM: Undergraduates' experience with ITAs," a juried paper co-presented at International Convention of Teachers of English to Speakers of Other Languages (TESOL) conference. Portland, OR: March, 2014.
4. "Voices from expatriates: A component of improved expatriate cross-cultural training," a juried paper co-presented at the 20th Academy of Human Resource Development (AHRD) International Conference. Houston, TX: February, 2014.
5. "Emerging Issues in Cross-Cultural Training Research and Practice," a paper presented at 2013 Six-University Conference Annual Meeting at Tecnológico de Monterrey. Mexico City, Mexico: October, 2013.
6. "An Exploratory Study: Primary Ethical Issues in Intercultural Relations," a juried paper co-presented at the 13th Annual Conference of the Society for Intercultural Education Training and Research USA (SIETAR), Arlington, VA: November. 2013.
7. "Major Ethical Issues in the Field of Intercultural Relations: Implications for Education, Training, and Research," a juried paper co-presented at the 8th Biennial Conference of the International Academy of Intercultural Research (IAIR). Reno, NV: June, 2013.
8. "An Overview of Recent Research Literature on the International Student Experience," a juried paper co-presented at the 65th NAFSA Annual Conference. St. Louis, MO: May, 2013.
9. "Developing Individual Internationality in an Era of International Regimes: The Political Challenges of Diffusing Critically Needed Education/Training to Develop Global/Intercultural Competence," a juried paper co-presented at the 2013 International Studies Association (ISA) Annual Convention. San Francisco, CA: April, 2013.
10. "What is Happening in the STEM Classroom?: Preparing Interculturally Competent STEM Instructors and Students," a paper presented at the Intercultural Management Institute (IMI) Conference. Washington, DC: March, 2013.
11. "West Meets East? Identifying the Gap in Current Cross-Cultural Training Research. *Human Resource Development Review*," a juried paper co-presented at the 20th Academy of Human Resource Development (AHRD) International Conference. Arlington, VA: February, 2013.
12. "The Impact of Organizational Learning Culture, Cultural Intelligence, and Transformational Leadership on In-Role Job Performance," a juried paper co-presented at the 20th Academy of Human Resource Development (AHRD) International Conference. Arlington, VA: February, 2013.

13. "Why are so many US Students Abandoning STEM (Science, Technology, Engineering, and Math): The Role of Intercultural Communication in Understanding and Addressing the Challenge," A juried paper co-presented at the Annual Conference of the Society for Intercultural Education Training and Research USA (SIETAR), Minneapolis, MN: October, 2012.
14. "Enhancing Intercultural Competence for Global Learning: Introducing the Innovative Intercultural Classroom Exercise: DAE," a juried paper co-presented at 34th Annual Pacific Circle Consortium (PCC) Conference. Seoul, South Korea: June, 2012.
15. "Intercultural Development in the Short-Term Study Abroad Context: A Comparative Case Study Analysis of Global Seminars in Asia (Thailand and Laos) and in Europe (Netherlands)," a juried paper presented at the 14th Annual Intercultural Management Institute (IMI) Conference. Washington, DC: March, 2012.
16. "Using the GlobeSmart Tool to Create More Targeted Intercultural Training," A juried paper co-presented at the Annual Conference of the Society for Intercultural Education Training and Research USA (SIETAR), Denver, CO: February, 2011.
17. "When Two Instruments Meet: Implications for Leveraging Intercultural Development Inventory (IDI) Results to Build Specific Competencies," a juried paper co-presented at 2nd IDI Conference. Minneapolis, MN: October, 2010.
18. "Innovative Short-Term Study Abroad: Transformative Learning for Global Engagement," a juried paper co-presented at 34th Annual Pacific Circle Consortium (PCC) Conference. Southern Oregon University School of Education, Ashland, OR: May, 2010.
19. "Working Within and Between Contexts of Intercultural Practice: Bridging Corporate, Academic, and Consulting Worlds," A juried paper co-presented at the Annual Conference of the Society for Intercultural Education Training and Research USA (SIETAR), Spokane, WA: April, 2010.
20. "Intercultural Development and Learning in the Short-Term Study-Abroad Context: A Comparative Analysis of Global Seminars in Asia (Thailand and Laos) and Europe (Netherlands)," a juried paper co-presented at annual conference of the Council on International Educational Exchange (CIEE). Istanbul, Turkey: November, 2009.
21. "Assessing the Effects of Short-Term Study Abroad Programs: A Comparison of Two Case Studies of Global Seminars in Asia and in Europe," a juried paper presented at the biennial Congress of the International Academy for Intercultural Research (IAIR). University of Hawai'i, HI: August, 2009.
22. "The Subtle Challenges of Understanding Similar Cultures in Asia: Case Studies of Laos-Thailand and Korea-Japan," a juried paper co-presented at the International Convention on Asian Studies 6 (ICAS 6), sponsored by the International Institute of Asian Studies, Leiden University (Netherlands) and Chungnam National University (Korea), Daejeon Convention Center, Korea: August, 2009.
23. "The D.I.E. is Cast: The continuing evolution of intercultural communication's favorite classroom exercise," a juried paper co-presented at the Global Congress of the Society for Intercultural Education Training and Research (SIETAR), Palacio de Congresos de Granada, Spain: October, 2008.
24. "Knowledge Production of Returned Peace Corp Volunteers," a juried paper co-presented at the annual conference of the Comparative and International Education Society (CIES), Teachers College, Columbia University, New York, NY: March, 2008.
25. "Individual Internationality in an Increasingly Interconnected World," a juried paper co-presented at the biennial Congress of the International Academy for Intercultural Research (IAIR). University of Groningen, Netherlands: July, 2007.

26. "Practical Approaches to Teaching Culture: Maximizing Study Abroad," a juried paper presented at the Annual Convention of the Rocky Mountain Modern Language Association, Calgary, Canada: October, 2007.
27. "The Role of Culture in Language Learning," a juried paper presented at the Annual Conference of the Comparative and International Education Society (CIES), Baltimore, MD: March, 2007.
28. "Global Strategies of Multinational Companies: Case studies in the U.S. and South Korea," A juried paper co-presented at the Annual Conference of the Society for Intercultural Education Training and Research USA (SIETAR), Albuquerque, NM: November, 2006.
29. "Students' Experience of Learning the Korean Language in U.S. Colleges - Pilot Study on Students' Perception," a juried paper presented at the Annual Conference of the American Association of Teachers of Korean (AATK), Princeton University, NJ: June, 2006.
30. "Cross-Cultural Communication Interaction between U.S-American Students and Asian Instructors," a juried paper presented at the Annual Conference of the Comparative and International Education Society (CIES), Hawai'i Contention Center, Hawai'i, HI: March, 2006.
31. "Confucian-Based Cultural Values and Influences on Portrayal of Women in Korean TV Commercials," a juried paper presented at the Annual Conference of the Asian Studies on the Pacific Coast, Whitman College, WA: June, 1998.

HONORS AND AWARDS

• Michael B. Salwen Scholars Program Award (Korean-American Educational Research Association)	2015
• Dean of Academic Affairs FY15 Travel Awards for Faculty (American University)	2014
• School of International Service (SIS) Conference Travel Award (American University)	2013, 2014
• Dean's Summer Research Award (SIS, American University)	2012
• General Education Faculty Assistance Program Award (American University)	2012-2015
• Multicultural Forum Scholarship (University of St. Thomas)	2009
• SIETAR Global Scholarship (Society for Intercultural Education Training & Research)	2008
• Robert and Corrie Beck Graduate Fellowship (University of Minnesota)	2008
• Larry Wilson Student Scholarship (University of Minnesota)	2008
• Multicultural and Diversity Grant (University of Minnesota)	2007
• The Women's Philanthropic Leadership Circle Award (University of Minnesota)	2007
• GradSEHD Research Grants (University of Minnesota)	2007
• Corcoran Research Travel Award (University of Minnesota)	2007
• Robin Bragge Scholarship (Society for Intercultural Education Training & Research)	2007
• SIETAR-USA Full scholarship (Society for Intercultural Education Training & Research)	2006
• GAPSA Scholarly Travel Grants (University of Minnesota)	2005-2007
• Cole Scholarship (School of Journalism and Communication, University of Oregon)	1998-1999
• Honor Student Award (Duksung Women's University, Seoul, Korea)	1991, 1993
• Academic Scholarship (Duksung Women's University, Seoul, Korea)	1993-1994
• Merit Broadcasting Scholarship (Wun-Hyun Broadcasting Station, Seoul, Korea)	1992-1993

PROFESSIONAL EXPERIENCE IN INTERNATIONAL EDUCATION/INTERCULTURAL COMMUNICATION

TEACHING

Assistant Professor, American University, Washington, DC
School of International Service (SIS)

2011-present

- Designed and taught both graduate and undergraduate courses
 - **Cross-Cultural Communication**
 - SIS 140 (sections 014 & 022) undergraduate course (Fall 2011)
 - SIS 140 (sections 021 & 022) undergraduate course (Spring 2012)
 - SIS 140 (sections 003 & 009) undergraduate course (Fall 2012)
 - SIS 140 (section 011) undergraduate course (Spring 2013)
 - SIS 140 (sections 003 & 004) undergraduate course (Fall 2013)
 - SISU 140 (section 004H) undergraduate honors course (Fall 2014)
 - **Topics in Identity, Race, Gender, and Culture**
 - SISU 360 (section 004) undergraduate course (designed and implemented in Fall 2014)
 - **Intercultural Leadership: Preparing Global Leaders and Developing Intercultural Competencies**
 - SIS 628 (section 003) graduate course (designed and implemented in Spring 2013)
- Advised SIS graduate and undergraduate students
- Supervised Internship courses for both graduate and undergraduate students (Internship in International Affairs: SIS-691-060 and SIS-391-060)
- Directed Independent Study (SIS 690)

Faculty, Summer Institute for Intercultural Communication (SIIC), Portland, OR
Intercultural Communication Institute (ICI)

Summer 2014-present

- Designed and taught “Language, Culture, and Intercultural Communication” workshop

Lecturer, University of Minnesota, Minneapolis, Minnesota

2010

Department of Organizational Leadership, Policy, and Development, College of Education and Human Development

- Designed and co-taught a course for 20+ graduate and undergraduate students in the Comparative and International Development Education Program
- Courses taught include: *Cross-Cultural Perspectives on Leadership; Critical Issues in International Education and Educational Exchanges; Leadership for Global Citizenship*

Adjunct Professor, Concordia University, St. Paul, Minnesota

2009

Department of Communication Studies, College of Arts and Sciences

- Taught a course (two sections) for 30+ undergraduate students
- Course taught: *Intercultural Communication*

Course Instructor, University of Minnesota, Minneapolis, Minnesota

2005-2009

Department of Educational Policy and Administration, College of Education and Human Development

- Designed and delivered on-line course for 250+ undergraduate students during their study abroad; led on-line discussion sessions; graded papers, and provided feedback
- Courses taught include: *Global Identity; Maximizing Study Abroad Through Culture and Language Learning Strategies*

Department of East Asian Languages and Literatures, College of Liberal Arts

- Taught two courses for 20+ undergraduate and graduate students on speaking, writing, listening, and reading
- Courses taught include: *Beginning Korean classes*

- Graduate Teaching Assistant, University of Minnesota, Minneapolis, Minnesota** 2005-2008
Department of Communication Studies, College of Liberal Arts
- Lectured on intercultural communication theory and practice including Hofstede's and Hall's frameworks; led discussion sessions for 25+ undergraduate and graduate students; graded papers and provided feedback; assisted Dr. R. Albert with overall course preparation
 - Course assisted: *Intercultural Communication*
- Department of Educational Policy and Administration, College of Education and Human Development**
- Lectured as a guest speaker; presented as a panelist; led discussion sessions for 20+ graduate students; assisted Dr. R. M. Paige with overall course preparation
 - Courses assisted include: *Intercultural Education and Training: Theory and Application; Maximizing Study Abroad Through Culture and Language Learning Strategies Cross-Cultural Perspectives on Leadership*
- Department of East Asian Languages and Literatures, College of Liberal Arts** 2005-2007
- Developed and taught two courses for 15+ undergraduate students
 - Courses taught include: *Intermediate Korean classes*

- Graduate Teaching Fellow, University of Oregon, Eugene, Oregon** 1997-1998
School of Journalism and Communication
- Lectured and led discussion sessions for 200+ undergraduate and graduate students; graded papers and provided feedback; held office hours
 - Courses assisted include: *Grammar for Journalists (J101); Visual Communication (J204)*

RESEARCH

- Research Assistant, Project funded by The Council on International Educational Exchange (CIEE), Portland, Maine**
"Study Abroad and Its Transformative Power" 2007-2010
- Conducted qualitative (phone-interviews) and quantitative (SPSS) research; assisted Gerald Fry and Michael Paige throughout the research project; co-authored the final publication
- Graduate Research Assistant, University of Minnesota, Minneapolis, Minnesota** 2005-2008
Maximizing Study Abroad Research Project
- Analyzed students' interview data from study abroad experience; assisted in the 2nd revision of *Maximizing Study Abroad: A Students' Guide to Strategies for Language and Culture Learning and Use* with Michael Paige, Andrew Cohen, and Barbara Kappler
- Graduate Research Fellow, University of Oregon, Eugene** 1996-1998
Global Disney Audience Research Project, School of Journalism and Communication
- Conducted several quantitative (data gathering, SPSS coding and analysis) and qualitative (interviews, focus group, etc.) research projects and advertising campaigns (worked with Janet Wasko, Ann Maxwell, and Deborah Merskin)

INTERNAL SERVICE

- Advisory Council, Asian Studies, College of Arts and Sciences, American University, Washington, DC** 2014-present
- Advisory Council, Intercultural Management Institute (IMI), School of International Service (SIS), American University, Washington, DC** 2012-present

- Honors Program Coordinator, SIS, American University, Washington, DC** 2013-2014
- Faculty presenter, Ph.D. Pro-seminar, SIS, American University, Washington, DC** November 2014
- Faculty Participant, SIS Graduate Open House, SIS, American University, Washington, DC** 2012-present
- Faculty Presenter, Reentry Workshop for International Students, International Student and Scholar Services, American University, Washington, DC** 2012-present
- Faculty Chat Presenter, SIS Graduate Student Orientation Program, American University, Washington, DC** 2012-present
- Faculty Advisor, Assessment of the impact of taking SIS 140 course on Study Abroad experience, AU Abroad office, American University, Washington, DC** 2012-2013
- Faculty presenter, Personal branding and networking to develop effective job search skills, SIS International Communication Student Forum (ICSF) Brown Bag Lunch Seminar, American University, Washington, DC** November 2013
- Boren Scholarship Undergraduate Review Committee, Office of Merit Awards, American University, Washington, DC** Spring 2013
- Ad Hoc Committee for SIS 140 Faculty Search, International Communication Program, American University, Washington, DC** Spring 2012
- Review Committee for Korea University Exchange Student Application, Office of International Programs, School of International Service, American University, Washington, DC** Spring 2012
- Invited Moderator, Washington College of Law, American University, Washington, DC** October 2011
- Led a Cross-Cultural Negotiation and Communication Panel for International Legal Studies Program at the Washington College of Law.

EXTERNAL SERVICE

- Manuscript Reviewer, International Journal of Intercultural Relations (IJIR)** 2008-present
- Manuscript Reviewer, Human Resource Development Review (HRDR)** 2012-present
- Manuscript Reviewer, Journal of International Migration and Integration (JIMI)** 2014-present
- Scholarship Committee, Society for Intercultural Education Training and Research USA (SIETAR)** 2009-present
- Code of Ethics Committee, Society for Intercultural Education Training and Research USA (SIETAR)** 2012-present
- Leadership Seminar Committee, Korean Women's International Network (KOWIN)** 2012-present

PROFESSIONAL EXPERIENCE IN INTERNATIONAL ORGANIZATIONS

FULL-TIME POSITIONS

- Product Marketing Manager/Senior Trainer, Aperian Global (AG), San Francisco, CA,** 2010-2011
- Guided clients through AG tools launch, including the development of an ongoing marketing and communication plan in line with the clients' global initiatives
 - Assisted with the ongoing identification and measurement of return-on-investment factors

- Developed ongoing knowledge of client's global initiatives to propose additional AG solutions

Global Public Relations Account Manager, Samsung / Cheil Communications, Seoul, Korea 2003-2004

- Managed global public relations strategic campaign for Samsung annual PR plan
- Coordinated and oversaw hosting international delegations
- Supervised overseas PR agencies including Edelman (USA, Singapore, and Hong Kong), Golin & Harris (England), Beau Fixe (France), Cohen & Wolf (Europe), and H-Line (China)
- Was responsible for effective global PR plans for international events including Global Road Show in New York City, and ITU Telecom World 2003 in Geneva, Switzerland
- Clients included: Samsung Electronics, IOC (International Olympic Committee), KITA (Korea International Trade Association), MOCIE (Minister of Commerce, Industry and Energy)

Media Planner, Ogilvy & Mather/MindShare/J. Walter Thompson, Los Angeles, California 2000-2002

- Oversaw global media planning for Consumer and Enterprise Divisions
- Implemented centralization and launch of global marketing campaigns in over 24 countries
- Managed and retained accounts through corporate transitions from Ogilvy & Mather to J. Walter Thompson to MindShare
- Clients included: Symantec, Fox Family Channel, FoxKids, Mattel, webBASIS, Maxicare, Children's Hospital in Los Angeles, and Netlock

Account Executive, Media-Korea, Inc., Seoul, Korea 1993-1994

- Oversaw advertising and marketing campaigns for client's office headquarters in Seoul
- Managed public relations, overall exhibition planning/management, advertising production, market surveys, press releases, promotional materials, and media inquiries
- Clients included: Fortune 100 companies in Korea including Hyundai, Daewoo, LG, and Kia

PART-TIME POSITIONS

Intercultural Consultant (occasional basis) 2005-present

- Conducted applied research and intercultural team-building workshops with international education and transnational organizations including American Councils for International Education, Fulbright, International Olympic Committee (IOC), Inter-American Development Bank, Korea International Trade Association (KITA), Microsoft India, Siemens, US Naval Air Systems Command, and 3M

Intercultural Adviser, University of Minnesota, Minneapolis 2005-2011

Center for Teaching and Learning (CTL), International Teaching Assistant (ITA) Training and Consultation

- Provided consultations and guest lectures on developing international students' teaching skills (e.g., GRAD 5105: Practicum in University Teaching for Nonnative English Speakers)
- Planned and delivered a workshop for head TAs from the Math and Engineering Department to assist them to work effectively with their ITAs
- Developed materials and conducting workshop on interview skills for international students
- Collaborated on a workshop for U.S.-American students to help them communicate more effectively with their ITAs
- Co-authored a chapter in a book focusing on the ITA development and training
- Designed and co-presented 2006 ITA Orientation Workshop

International Student and Scholar Services (ISSS)

- Helped hosting international visiting scholars and students to build their intercultural development by conducting Intercultural Development Inventory (IDI) assessment consultation

- Designed international study abroad exchange programs between South Korea and the U.S. as a Culture Corps Coordinator

Intercultural Development Inventory (IDI) Adviser, Minnesota

2005-2010

- Conducted in-depth individual IDI profile feedback consultation for IDI Qualifying Seminars participants and K-12 teachers and staff from a variety of disciplines in Twin Cities Area

***Intern, United Nations Educational, Scientific and Cultural Organization (UNESCO), Bangkok, Thailand
Asia-Pacific Programme of Educational Innovation for Development (APEID)***

2005

- Coordinated 5th Asia-Pacific Teacher Training Workshop: Toward a Culture of Peace for Asia-Pacific Centre of Education for International understanding (APCEIU)
- Developed the Open and Distance Learning (ODL) project with the Malaysia Open University
- Presented ODL for Agricultural Development and Rural Poverty Reduction: A Workshop to Explore Innovation and Best Practices in Asia and the Pacific, Food and Agriculture Organization of the United Nations (FAO)

Special Correspondent, Radio Free Asia (RFA), Washington, DC

1999-2002

- Reported international news including North Korea-related issues in Oregon, Washington, and California
- Produced on-air segments on the 99th Women's World Cup Games in Portland, Oregon

Intern, United Nations Headquarters (UN), New York

1998- 1999

Media Division, Department of Public Information (DPI)

- Developed the structure and design of the United Nations News Center webpage
- Redesigned and updated the UN headquarters promotional documentary videotape

***International Student Advisory Committee, University of Oregon, Eugene
Office of International Education and Exchange (OIEE)***

1996-1999

- Collaborated with faculty, students, director(s) and administrators to develop and evaluate a variety of programs to support internationalization of the campus
- Advised international students and scholars on academic program development
- Served as liaison to various departments; conducted needs assessment; and implemented diverse internationalization programs

***Program Coordinator, Indiana University, Bloomington
International Cultural Service Program (ICSP)***

1994-1996

- Developed and implemented international cultural exchange programs

National Broadcasting Reporter, Korea Broadcasting System (KBS), Seoul, Korea

1992-1993

- Served as a main script writer and reporter, and presented a weekly morning news program nationwide

Program Coordinator YMCA, Seoul, Korea

1992-1993

- Promoted the "Let's Turn off TV" campaign through press releases and on-street interviews
- Supervised the teaching leader for Children's Video Movie Producing Summer Camp

PROFESSIONAL TALKS, GUEST LECTURES, AND WORKSHOPS

1. "U.S. Congress –Korean National Assembly Exchange Program," an invited half-day workshop presented at the Meridian International Center, Washington, DC: July 2013, July 2014

2. "Preparing Students for a New Multicultural Era: Becoming a Global Citizen," an invited talk presented at the Gwangju National University of Education, Gwangju, Korea: June 2014
3. "Cross-Cultural Perspectives on Leadership," an invited guest lecture presented at the Department of Organizational Leadership, Policy, and Development, University of Minnesota, Minneapolis, MN: Fall 2011; Fall 2012; Fall 2013
4. "EuroAsia Shorts 2013," an invited European/Asian Intercultural Film Critique panel presented at Korean Cultural Center, Washington, DC: June 2013
5. "2012-2013 Teachers of Critical Language Program Spring Workshop," an invited half-day workshop sponsored by the Bureau of Educational and Cultural Affairs (ECA) of the U.S. Department of State, American Councils for International Education, Washington, DC: May 2013
6. "2013 Fulbright Departing student Re-entry Workshop," an invited half-day workshop sponsored by the Fulbright Foreign Student Program, AMIDEAST, Washington, DC: March 2013
7. "International Student Re-entry Discussion," an invited half-day workshop sponsored by International Student and Scholar Services, American University, Washington, DC: March 2013
8. "Finding Your Path," an invited panel presented at the National Asian Pacific American Women's Forum - DC Chapter, George Washington University, Washington, DC: April 2013
9. "Intercultural Communication Strategies for TESOL (Teachers of English to Speakers of Other Languages) Professionals," an invited full-day professional workshop co-presented at the Pre- and Post-convention Institutes (Practical Workshops for English Language Teaching Professionals), TESOL International Convention, Philadelphia, PA: March 2012
10. "Focus on Korea-Success Factors, and How Coaching Can Prevent Failure," an invited talk presented at the International Coach Federation's Expatriate Special Interest Group, International Coach Federation (ICF), Webinar: November 2011
11. "Interculturally Competent Talent Recruitment in International Organizations: *Launch of the Asian Affinity Group*," an invited talk presented at the Inter-American Development Bank (IDB), Washington, DC: November 2011
12. "Innovative Short-Term Study Abroad," an invited guest lecture presented at the Summer Institute for Intercultural Communication (SIIC), Intercultural Communication Institute (ICI), Portland, OR: August 2011
13. "Intercultural Education for K-12 Teachers and Students," an invited talk presented at the orientation for Distinguished Fulbright Awards in Teaching Program, Center for Global Connections, Academy for Educational Development (AED), Washington, DC: August 2011
14. "Toward Becoming a Global Citizen in a Multicultural Era: Alternative Theories of Intercultural Communication and Their Application in a New Multicultural Korea," an invited talk presented at the Institute of Language and Information Studies, Yonsei University, Korea: May 2010
15. "How to Work with U.S.-American Students," an invited guest lecture presented at the Center for Teaching and Learning, University of Minnesota: February 2010

16. "Cross-Cultural Perspectives on Leadership," an invited guest lecture presented at the Department of Organizational Leadership, Policy and Development, University of Minnesota: October 2009
17. "Reflections: Major Multicultural Policy Issues and Challenges," an invited talk co-presented at the Multicultural Human Ecology Center, Seoul National University, Korea: August 2009
18. "Complexities and Challenges of Multicultural Education," an invited talk co-presented at the Multicultural Education Forum (Teacher Training), Kyungkido Multicultural Education Center, Kyungki University, Korea: August 2009
19. "Effective Intercultural Training: DAE Exercise (Development, Analysis, and Evaluation)," an invited guest lecture presented at the Center for Teaching and Learning, University of Minnesota: February 2009
20. "Fundamentals of Intercultural Communication," an invited two-day professional workshop co-presented at the NAFSA Annual Regional Conference (Region IV), Kansas City, MO: November 2007

FUNDING AND GRANTS

External Grant

- **National Science Foundation (NSF)** July 2012
 Research and Evaluation on Education in Science and Engineering (REESE)
 PI: Nam
 What Is Happening in the STEM Classroom?: Identifying Communication Gaps between Students and Instructors
 Not approved: Reviewers recommend resubmitting with additional data [Total: \$378,200 for 3-year period]

Internal Grants

- **Dean of Academic Affairs FY15 International Travel Awards**, American University 2014
 Approved [Total: \$3,000]
- **Conference Travel Award (CAT)**, School of International Service, American University 2013
 Approved [Total: \$1,500]
- **Dean's Summer Research Awards (DSRA)**, School of International Service, American University 2012
 Approved [Total: \$6,298]
- **General Education Faculty Assistance Program Award**, American University 2012-2015
 Approved [Total: \$3,000]
- **Funding Assistance for New Scholars (FANS) Grant**, School of International Service, American University 2012
 Approved [Total: \$3,000]

CERTIFICATES

- Certificate in Human Resource Development, University of Minnesota, MN 2011
- Tucker Assessment Profile (TAP) Assessor Certification, Boulder, CO 2011
- Intercultural Development Inventory (IDI) Certification, Minneapolis, MN 2005
 (Qualified to administer and interpret the IDI, which measures individuals' intercultural sensitivity)
- Continuing Education Specialist Certificate, Korean Ministry of Education, South Korea 1994

PROFESSIONAL AFFILIATIONS

- American Association of Teachers of Korean (AATK)
- American Educational Research Association (AERA)

- Academy for Human Resource Development (AHRD)
- American Society for Training & Development (ASTD)
- Comparative and International Education Society (CIES)
- International Academy for Intercultural Research (IAIR)
- International Studies Association (ISA)
- Korean Women's International Network (KOWIN)
- International Education Association (NAFSA)
- Society for Human Resource Management (SHRM)
- Society for Intercultural Education Training and Research USA (SIETAR)
- Teachers of English to Speakers of Other Languages (TESOL)
- Women's Philanthropic Leadership Circle (WPLC)

PROFESSIONAL DEVELOPMENT ACTIVITIES

Faculty Participant, Research Briefing: "Learning and Exploring Korean Collection," Library of Congress, Washington, DC January 2014

Conference Participant, The Annual Ann Ferren Conference, Center for Teaching, Research and Learning (CTRL), American University, Washington, DC 2012-present

Faculty participant, East Asian Humanities Lecture Series, Department of East Asian Languages and Literatures, George Washington University, Washington, DC

- "The languages of East Asia: What does it mean to be East Asian?" September 2013
- "Studying Abroad: The Ivy League Dream and Chinese Modernity" November 2013

Faculty Participant, 2013 Teaching, Research and Technology Workshop Series: "How to Measure your Research Impact," CTRL and American University Library, Washington, DC

August 2013

Faculty Participant, Noontime Conversation Workshop Series, CTRL, American University, Washington, DC

- "Another Student Recommendation?!" January 2013
- "Face Time with the Teaching Coach - Tips and Tricks for Better Teaching" September 2011

Faculty Participant, Research Seminar Series: "Focus Groups - A Professional's Perspective," CTRL, American University, Washington, DC

February 2012

Faculty Participant, 2011-12 AU Entrée Workshop Series, CTRL, American University, Washington, DC 2011-2012

- "Designing Writing Assignments" February 2012
- "Evaluation of Learning" November 2011
- "AU Entrée Workshops" August 2011

Conference Participant, "2011 Six-University Conference: New Challenges and Opportunities for Foreign Policy Making," School of International Service (SIS) and Center for Asian Studies, American University, Washington, DC

October 2011

Faculty Participant, "NAFSA Workshop: Improve Your Intercultural Training through Transformative Learning,"

NAFSA / International Students and Scholars Service (ISSS), American University, Washington, DC October 2011

Faculty Participant, "Audio Visual Training," School of International Service (SIS), American University, Washington, DC September 2011

Faculty Participant, "AU Teaching and Technology Workshops," CTRL, American University, Washington, DC

August 2011

SIIC Fellow, Summer Institute for Intercultural Communication (SIIC), Intercultural Communication Institute (ICI), Portland, OR

2006-2012

Assisted with and participated in a wide range of Intensive Intercultural workshops including:

- "Designing Culturally Competent Pedagogy" (with Dr. Lee Knefelkamp)
- "Personal Intercultural Leadership Training" (with Dr. Barbara Schaetti & Dr. Gordon Watanabe)
- "Teaching Intercultural Issues Online" (with Dr. Judith Martin & Dr. Mary Meares)
- "Practically Unspoken: Celebrating the Contribution of Edward T. Hall" (co-taught with Dr. John Condon)
- "Creating an Intercultural Training Toolkit: Matching Theory with Method" (with Dr. Janet Bennett & Dr. Nagesh Rao)
- "Why It Works: Intercultural Theory for Practitioners" (with Dr. Milton Bennett)
- "Teaching Intercultural Communication" (with Dr. Stella Ting-Toomey & Dr. Leeva Chung)
- "Developing Study Abroad for the Learner" (with Dr. Mick Vande Berg & Dr. Adriana Medina)
- "The Assessment, Development, and Nurturing of Global Leaders" (with Dr. Joyce Osland)
- "Understanding and Developing Global Leadership" (with Dr. Allan Bird & Dr. Mark Mendenhall)
- "Intercultural Management Consulting" (with David Eaton)
- "Cross-Cultural Training in International Corporations" (with Dr. George Renwick & Sarah Cuthill)
- "Advanced Workshop: Coaching Global Executives" (with Dr. George Renwick)
- "Global Diversity Training" (with Dr. Ernest Gundling and Anita Zanchettin)
- "Using Film for Intercultural Education" (with Louise Wilkinson)
- "Using Photography in Teaching and Training" (with Dr. John Condon & Dr. Miguel Gandert)

University of Minnesota, Minneapolis, MN

2007

Summer Institute for Center for Advanced Research on Language Acquisition (CARLA)

- Conducted intercultural simulation games including *Bafa Bafa* for workshop participants
- Participated in "Culture as the Core in the Second Language Classroom" workshop

LANGUAGE PROFICIENCY

- Bilingual in Korean and English; intermediate knowledge of Chinese (reading/writing)