

# KYOUNG-AH NAM, PH.D.

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4400 Massachusetts Ave, NW • American University • School of International Service • Washington, DC 20016-8071  
(612) 226-1067 • [nam0701@gmail.com](mailto:nam0701@gmail.com)

## EDUCATION

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University of Minnesota, Minneapolis, Minnesota	2011
Ph.D. in International Education and Intercultural Training (Focus on: Intercultural Communication)	
• Dissertation title: 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)	
Committee members: Gerald Fry, Michael Paige, David Chapman, and Gary McLean	
University of Oregon, Eugene, Oregon	2000
M.A. in International Communication and Journalism	
Indiana University, Bloomington, Indiana	1995
Study Abroad (Language and Culture Exchange Program)	
Duksung Women's University, Seoul, South Korea	1994
B.A. in Sociology	
Oxford University, England	1993
Study Abroad (International Exchange Program)	

## HONORS AND AWARDS

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• 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

## PUBLICATIONS

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### Refereed Journal Article

**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.

**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.

### Research Monograph

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

**Book Chapter**

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.

**Non-Refereed Publication**

Gundling, E. & **Nam, K. A.** (2009). Human resource development training: Focus on Korea. *Manage Smarter*. Nielsen Business Media, Inc.

**Working Papers in Progress**

**Nam, K. A.** Cross-Cultural Communication Interaction between U.S-American Students and Asian Instructors.

**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.

**Nam, K. A.** & Fry, G. Individual Internationality in an Increasingly Interconnected World.

**Nam, K. A.**, Fry, G., & Kim, S. Knowledge Production of Returned Peace Corp Volunteers.

**PROFESSIONAL EXPERIENCE IN INTERNATIONAL EDUCATION**

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**TEACHING****Assistant Professor, American University, Washington, DC**

**International Communication Program, School of International Service (SIS)** 2011-present

- Designing and teaching Cross-Cultural Communication courses for 50+ graduate and undergraduate students in the International Communication Program.

**Lecturer, University of Minnesota, Minneapolis**

2010

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

- Designed and co-taught a course for 30+ 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**

2009

**Department of Communication Studies, College of Arts and Sciences**

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

**Course Instructor, University of Minnesota, Minneapolis**

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** 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 taught include: ***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 taught 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 taught 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 Mick Vande Berg, Gerald Fry, and Michael Paige throughout the research; co-authored the final publication.
- Graduate Research Assistant, University of Minnesota, Minneapolis** 2005-2008  
**Maximizing Study Abroad Research Project**
- Analyzed students' interview data from study abroad experience; assisted in the 2<sup>nd</sup> 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).

## ACADEMIC ADMINISTRATION IN HIGHER EDUCATION

- Intercultural Consultant, University of Minnesota, Minneapolis** 2005-2011  
**Center for Teaching and Learning (CTL), International Teaching Assistant (ITA) Training and Consultation**
- Provided consultations and lecturing as a guest speaker 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 chapters in two books 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) Consultant, 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.

#### ***International Student Advisory Committee, University of Oregon, Eugene*** 1996-1999

##### **Office of International Education and Exchange (OIEE)**

- 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*** 1994-1996

##### **International Cultural Service Program (ICSP)**

- Developed and implemented international cultural exchange programs.

### **PROFESSIONAL EXPERIENCE IN INTERNATIONAL ORGANIZATIONS**

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#### ***Special Correspondent, Radio Free Asia (RFA), Washington, D.C.*** 1999-2002

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

#### ***Official Intern, United Nations Educational, Scientific and Cultural Organization (UNESCO), Bangkok, Thailand*** 2005

##### **Asia-Pacific Programme of Educational Innovation for Development (APEID)**

- Coordinated 5<sup>th</sup> 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 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).

#### ***Official 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.

## PROFESSIONAL EXPERIENCE IN BUSINESS ORGANIZATIONS

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### INTERCULTURAL CONSULTING

#### **Cross-Cultural Team Building, Global Leadership Development, On-line Module Development, Executive/Business Expatriate Pre-departure and Relocation Training**

- Aperian Global, San Francisco, CA, Senior Consultant** 2009-present  
Analyzing international candidate assessment best practices and developing strategies to increase global effectiveness.
- RW3 Culture Wizard, New York, NY, External Consultant** 2010-present  
Developing on-line module for global team building program.
- eBay Inc., San Jose, CA, Intercultural Trainer** 2009-present  
Conducted needs assessment interviews; designed and co-facilitated global team building training (*Working Effectively with Koreans*) for eBay managers involved in the integration of a recently acquired Korean company.
- Siemens, Mountain View, CA, Global Team Building & Executive Management Training, Consultant** 2008-present  
Conducted extensive needs assessment and on-site interviews; designed and delivered cross-cultural team building leadership program for c-level executives; conducted expatriate pre-departure and relocation training for executives.
- Microsoft India, Bangalore, INDIA / Hammer Consulting, LLC; IDI, LLC. Intercultural Consultant** 2009-present  
Conducted qualitative research through on-site interviews with Microsoft India employees for an organization-wide assessment of intercultural competence.
- AAI Corporation/Textron Inc., Baltimore, MD, Executive Coach** 2010
- Global Talent Management and Executive Expatriate Consultation, Intercultural Trainer** 2007-2009  
Clients included: John Deere, 3M Corporation, ING Group, and Boston Scientific Corporation.
- LG Electronics, Seoul, Korea, Global Leadership Development Training, Intercultural Trainer** 2008  
Co-facilitated global leadership development training (*Key Skills for Doing Business across Borders*) for LG Electronics global executive country managers.

### 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.
  - Client 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.
- A partial list of clients includes: Fortune 100 companies in Korea including, Hyundai, Daewoo, LG, and Kia.

**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.

## **INVITED WORKSHOPS**

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"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.

## **INVITED GUEST LECTURES**

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"Innovative Short-Term Study Abroad," an invited guest lecture presented at the Summer Institute for Intercultural Communication (SIIC), Intercultural Communication Institute (ICI), Portland, Oregon: August 2011.

"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.

"Toward Becoming a Global Citizen in a Multicultural Era: Alternative Theories of Intercultural Communication and Their Application in a New Multicultural Korea," an invited guest lecture presented at the Institute of Language and Information Studies, Yonsei University, Korea: May, 2010.

"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.

"Cross-Cultural Perspectives on Leadership," an invited guest lecture presented at the Department of Organizational Leadership, Policy and Development, University of Minnesota: October, 2009.

"Reflections: Major Multicultural Policy Issues and Challenges," an invited guest lecture co-presented at the Multicultural Human Ecology Center, Seoul National University, Korea: August, 2009.

"Complexities and Challenges of Multicultural Education," an invited guest lecture co-presented at the Multicultural Education Forum (teacher training), Kyungkido Multicultural Education Center, Kyungki University, Korea: August, 2009.

"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.

## **SELECTED CONFERENCE PRESENTATIONS**

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“When Two Instruments Meet: Implications for Leveraging Intercultural Development Inventory (IDI) Results to Build Specific Competencies,” a juried paper co-presented at 2<sup>nd</sup> IDI Conference. Minneapolis, Minnesota: October, 2010.

“Innovative Short-Term Study Abroad: Transformative Learning for Global Engagement,” a juried paper co-presented at 34<sup>th</sup> Annual Pacific Circle Consortium (PCC) Conference. Southern Oregon University School of Education, Ashland, Oregon: May, 2010.

“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, Washington: April, 2010.

“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.

“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.

“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 8, 2009.

“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.

“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.

“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.

“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.

“The Role of Culture in Language Learning,” a juried paper presented at the Annual Conference of the Comparative and International Education Society (CIES), Baltimore, Maryland: March, 2007.

“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, New Mexico: November, 2006.

“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, New Jersey: June, 2006.

“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: March, 2006.

“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, Washington: June, 1998.

## CERTIFICATES

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| • 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<br>(Qualified to administer and interpret the IDI, which measures individuals' intercultural sensitivity) | 2005 |
| • Continuing Education Specialist Certificate, Korean Ministry of Education, South Korea   | 1994 |

## SCHOLARLY SERVICES AND ACTIVITIES

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### REVIEWER ACTIVITY

Manuscript Reviewer, *International Journal of Intercultural Relations* 2008-present

## MEMBERSHIPS IN PROFESSIONAL ASSOCIATIONS

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International Education Association (NAFSA)  
 Teachers of English to Speakers of Other Languages (TESOL)  
 Comparative and International Education Society (CIES)  
 International Academy for Intercultural Research (IAIR)  
 Society for Intercultural Education Training and Research USA (SIETAR)  
 Society for Human Resource Management (SHRM)  
 American Society for Training & Development (ASTD)  
 Women's Philanthropic Leadership Circle (WPLC)  
 Rocky Mountain Modern Language Association (RMMLA)  
 American Association of Teachers of Korean (AATK)

## COMPUTER SKILLS AND LANGUAGE PROFICIENCY

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- Proficient in both Macintosh and PC Operating Systems, including Microsoft Office, WordPerfect, HTML, Photoshop, web-based systems including WebCT and Moodle.
- Bilingual in Korean and English; intermediate knowledge of Chinese (reading/writing)

## PROFESSIONAL DEVELOPMENT

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**SIIC Fellow, Summer Institute for Intercultural Communication (SIIC), Intercultural Communication Institute (ICI), Portland, Oregon** 2006-present

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

- “Designing the 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)
- “Teaching Intercultural Issues Online” (with Dr. Judith Martin & Dr. Mary Meares)
- “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, Minnesota**

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.