

Tracy M. Maylett

tmm@byu.edu

EDUCATIONAL BACKGROUND

- Ed.D.** Doctorate in Organization Change- Pepperdine University, Graduate School of Education and Psychology, Los Angeles/Malibu, California, USA- (2005), Emphases: Organization Change and Industrial/Organizational Psychology
- Dissertation: The Relationship of Multi-rater Feedback to Traditional Performance Appraisal*
- M.B.A.** Brigham Young University, Marriott School of Management, Provo, Utah, USA- (1997), Emphasis: Organization Behavior/Human Resources
- B.A.** Utah State University, Logan, Utah, USA- (1991), Major: Secondary Education; Minors: Spanish, Music Therapy

ACADEMIC EXPERIENCE

Brigham Young University, Provo, Utah, USA

Part-time & Adjunct Faculty (2012 - present) Department of Management, Marriott School of Business; BYU Honors Program

Teach OrgB 347 (Managerial Leadership), OrgB 320 & OrgB 321 (Organizational Effectiveness), HRM 300, HRM 391 & HRM 401 (Organizational Effectiveness), MBA 625 (Talent Management), Honors 227 (Unexpected Connections: Social Sciences and Art).

Pforzheim University, Pforzheim, Baden-Württemberg, Germany

Visiting Professor (Spring/Summer Semesters: 2015 - present) Hochschule Pforzheim University, College of Business Management, International MBA Program. Currently teaching MBA courses in International Leadership each Spring/Summer Semester.

Brigham Young University, Provo, Utah, USA

Part-time Faculty (1995 - 2000) Department of Organization Leadership and Strategy, Marriott School of Management. Taught MCOM 321 (Oral Communication).

Other related academic experience

Reviewer for Academy of Management's Organization Development & Change and Organization Behavior Divisions (2006 - present).

Reviewer for Society for Industrial and Organizational Psychology annual conferences (2018 - present).

Guest presenter at Brigham Young University (MBA and undergraduate courses), Pepperdine University (Organizational Leadership Doctoral Programs), and Fundação Getúlio Vargas (Graduate university programs, São Paulo, Brazil).

PROFESSIONAL EXPERIENCE

Chief Executive Officer- *DecisionWise, LLC*, Provo, UT (2009 – Present)

Currently lead an international consulting firm operating across 70 countries, focusing on the employee experience, organization development, organization design, experience design, executive coaching, and leadership. DecisionWise has been recognized on the *Inc. 5000* list of “Fastest Growing Private Companies” for three consecutive years.

President- *DecisionWise, Inc.*, Provo, UT (2003 – 2009)

Responsible for developing and leading Operations and Consulting functions during a period of reorganization, financial restructure, and revenue growth of 600% over 5 years.

Vice President of Organizational Effectiveness, *Modus Media International*, Boston, Singapore, and Dublin (1998 – 2003)

Led Human Resources, Organization Development, Training, Quality, and Process Engineering functions for an organization of 5,500+ employees in 23 countries.

Director, Global Training and Development / Chancellor, Modus Media International University, *Modus Media International*, Boston, MA (1997 – 1998)

Established and directed a corporate university focusing on executive and management development, as well as directed the international Training & Development function.

Human Resources Manager, *Modus Media International/ RR Donnelley*, Provo, UT (1995 – 1997)

Managed Human Resources function for a print facility and provided HR generalist support for call center, technology, and manufacturing facilities.

Manager, Retail Operations, *Consumer Technologies Inc.*, Logan, UT and Provo, UT (1989 – 1995)

Managed retail store operations for 3 consumer electronics facilities.

Other Advisory and Director Positions:

Board of Directors, Treasurer- *HELP International*, Provo, UT (2009 – 2014)

Advisory Board Member- *Gore School of Business, Westminster College* (2018 – present)

PUBLICATIONS & RESEARCH

Selected Publications

Maylett, T. (2019). *ENGAGEMENT MAGIC: Five Keys to Engaging Individuals, Leaders, and Organizations*. Austin: Greenleaf Book Group.

- Maylett, T. (2019). The Journey from Development to Appraisal: 360-degree Feedback at General Mills. In A.H. Church, D.W. Bracken, J.W. Fleenor, & D.S. Rose (Eds.), *The Handbook of Strategic 360 Feedback*. New York, NY: Oxford University Press.
- Maylett, T. (2018). Eight Solutions for Managing a Passive-Aggressive Team. In Small, J. A. (Ed.), *Entrepreneur voices on emotional intelligence*. Irvine, CA: Entrepreneur Media.
- Maylett, T., & Wride, M. (2017). *The Employee Experience: How to Attract Talent, Retain Top Performers, and Drive Results*. Hoboken, New Jersey: John Wiley & Sons.
- Maylett, T., & Warner, P. (2014). *MAGIC: Five Keys to Unlock the Power of Employee Engagement*. Austin: Greenleaf Book Group.
- Maylett, T., & Nielsen, J. (2012). There Is No Cookie-Cutter Approach to Engagement. *Training + Development, April*, 55-59.
- Maylett, T., & Nielsen, J. (2012). Halting the Engagement Exodus. *The Public Manager, 41*(1), 20-23.
- Vitasek, K. & Maylett, T. (2011). A Hard Look at the Soft Side of Performance. *Supply Chain Quarterly, Q4*, 26-32.
- Maylett, T. M. (2010). Looking Beyond the Clinical Side of Performance. *HR Pulse (American Hospital Association), Spring 2010*, 17-18.
- Maylett, T. M. (2009). 360-Degree Feedback Revisited: The transition from development to appraisal. *Compensation and Benefits Review, September/October 41*(5), 52-59.
- Vitasek, K. & Maylett, T. M. (2009). Training and Development. Book section in Council of Supply Chain Management Professionals (Ed.), *Supply Chain Management Process Standards: Strategy and Leadership (2nd ed.)*. Oak Brook, IL: Council of Supply Chain Management Professionals Publications.
- Maylett, T. M., & Vitasek. (2008). Supplier Education Improves Collaboration. *Logistics Magazine, September, 2008*.
- Maylett, T. M., & Riboldi, J. (2007). Using 360° Feedback to Predict Performance. *Training + Development, September*, 48-52.
- Maylett, T. M., & Vitasek, K. (2007). For Closer Collaboration, Try Education. *Supply Chain Management Review, January/February 2007*, 58-64.
- Schneider, B., & Maylett, T. (2007). Los sistemas de retroalimentación. Book section in *Resiliencia: Cómo construir empresas exitosas en contextos de inestabilidad* (pp. 191-198). Bogota: Grupo Editorial Norma.
- Maylett, T. M. (2005). *The Relationship of Multi-rater Feedback to Traditional Performance Appraisals*. Doctoral Dissertation, Pepperdine University, Los Angeles, California.
- Maylett, T. M., & Vitasek, K. (2004). Training and Development. Book section in Council of Supply Chain Management Professionals (Ed.), *Supply Chain Management Process Standards: Enable Processes*. Oak Brook, IL: Council of Supply Chain Management Professionals Publications.

Maylett, T. M. (2004). Human Resources Management. Book section in Council of Supply Chain Management Professionals (Ed.), *Supply Chain Management Process Standards: Make Processes*. Oak Brook, IL: Council of Supply Chain Management Professionals Publications.

Recent articles published in *ENTREPRENEUR.COM*

(<https://www.entrepreneur.com/author/tracy-maylett>)

- “Set Realistic, Attainable Goals for Your Employees.” Published Nov 5, 2019
- “Does Your Company Reward Competent Jerks?” May 16, 2019
- “Five Signs Your Employer Brand is in Trouble.” Dec 5, 2018
- “Will Matching Amazon’s Wage Increase Buy Your Employees’ Engagement?” Oct 26, 2018
- “What Every Entrepreneur Needs to Get Right About the Customer Experience.” Oct 12, 2018
- “All the Common Excuses for Not Delegating Boil Down to Lack of Confidence.” Apr 20, 2018
- “Why Does the US Keep Minting Pennies? For All the Same Reasons Every Organization Resists Change.” Jan 24, 2018
- “7 Reasons Why Keeping the Job You Have Might Be Your Smartest Career Move.” Jan 22, 2018
- “8 Solutions for Managing a Passive-Aggressive Team.” Nov 13, 2017
- “Growth and Stress: A Delicate Balance for Any Manager.” Nov 10, 2018
- “Managers Who Create Growth Opportunities See Greater Employee Engagement.” Oct 25, 2017
- “Worried About Your Performance Review? Work Harder on Building Relationships.” Sep 21, 2017
- “6 Common Things Good Managers Do to Create Engaged Teams.” Jun 11, 2017
- “Is Your Company Suffering from EAD (Employee Alignment Dysfunction)? Probably.” May 1, 2017
- “Think Perks Are an Incentive? Your Team Doesn’t.” Apr 26, 2017
- “How Amazon Aligns Employee Experience and Business Results.” Apr 14, 2017
- “What You Can Learn About Business from a Mango Vendor in Fiji.” Apr 8, 2017
- “To Meet Employees’ Expectations, Improve Engagement, Don’t Just Cater to Their Whims.” Dec 9, 2016
- “Looking Through the Lens of the Leader.” Sep 16, 2016
- “What to Do When Your Company is Being Held ‘Hostage’ By a Toxic Employee.” Jun 15, 2016
- “Why Some Employees Simply Won’t Grow.” Jun 7, 2016
- “Where Have All the Good Employees Gone? Oops, You Promoted Them.” Apr 19, 2016
- “5 Reasons Your Boss is Clueless.” Apr 1, 2016
- “6 Ways to Encourage Autonomy with Your Employees.” Mar 4, 2016
- “Tweak Your Company Survey to Find Out What the Customer Actually Experiences.” Nov 13, 2015
- “‘The Irrigation Effect’: Why Your Employees Aren’t Getting the Message.” Jun 26, 2015
- “As a Manager, Here’s How to Keep Employees Engaged.” Jun 8, 2015
- “7 Ways to Turn Your Employees into High Performers.” Oct 1, 2014

CERTIFICATIONS & ACCREDITATION

Senior Professional of Human Resources (SPHR); Professional of Human Resources (PHR)
Society for Human Resource Management Senior Certified Professional (SHRM-SCP)
State of Utah Teaching Certificate, Secondary Education
Various Professional Training and Coaching Certifications

MEMBERSHIP IN PROFESSIONAL ASSOCIATIONS

Academy of Management
American Psychological Association
Association for Talent Development
Forbes HR Leadership Executive Council
Organization Development Network
Society for Human Resource Management
Society for Industrial and Organizational Psychology

PARTIAL LIST OF CLIENT CONSULTING ENGAGEMENTS

AARP, Ancestry.com, ALDI, Antelope Valley Hospital, ARUP Laboratories, Association for Talent Development (ATD), AIG American General, Brigham Young University, Center for a New American Security (CNAS), Cheesecake Factory, Chevron/Unocal, CHG Healthcare Services, Clorox, Delta Airlines, Destination Homes, Doctors Without Borders, e+ Cancer Care, Elizabeth Glaser Pediatric Aids Foundation, El Pollo Loco Restaurants, Esurance, FedEx, Ferguson, Financial Times, General Mills, George Mason University, Gruma, Henry's Markets, HELP International, Heritage Foundation, Hoag Hospital, Hormel Foods, HSM Educação Executiva Brasil, IM Flash, inContact/NICE, Johns Hopkins Medicine, LegalZoom, LexisNexis, Lindsay Corporation, Maersk, Mesa County Colorado, Mission Foods, Mountain America Credit Union, National Bank of Dominica, Nissan, O.C. Tanner, Paramount Citrus, Peregrine, ProBar, Qualcomm, Raytheon, Rio Tinto, SkullCandy, Smart and Final Stores, Southwest Power, Snyders-Lance, Speedway SuperAmerica, Sprouts Markets, State of Utah Legislature, Stryker Corporation, St. Luke's Medical Centers, Superior Energy, Thermo Fisher Scientific, TOMS Shoes, Top Golf, University of Maryland Medical School Faculty Physicians, University Medical Center- Texas Tech, University of Pittsburgh Medical Center, US Army, US Department of Defense, US Department of the Interior, US Food and Drug Administration, US Office of Personnel Management (OPM), Utah Valley University, Vista Outdoors, Waterford Schools, Western Governors University

OTHER

Named one of *DC Velocity's* "Global Rainmakers and Thought-Leaders" for work on quantifying the impact of the employee and customer experiences on supply chain performance.

Contributor to, and works cited by *The Army Times*, *Business Week*, *CNN*, *DC Velocity*, *Entrepreneur*, *Fast Company*, *Forbes*, *Fortune*, *Inc.*, *Military Times*, *The Wall Street Journal*, and *World News*.