TROY R. NIELSON

Teaching Professor of Organizational Behavior and Human Resources
Marriott School of Business – Brigham Young University
568 Tanner Building – Provo, UT 84602
Office: (801) 422-4867
E-mail: troy_nielson@byu.edu ▪ LinkedIn: https://www.linkedin.com/in/troynielson

WORK EXPERIENCE

Teaching Professor, Management (OB/HR), Marriott School, Brigham Young University; 2019 – present

Associate Teaching Professor, Organizational Leadership and Strategy (OB/HR), Marriott School, Brigham Young University; 2008 – 2019 (earned tenure in May 2011)

Department Chair, Business Management, Woodbury School of Business, Utah Valley University; 2007 – 2008 (led 25 full-time faculty)

Associate Professor, Management (OB/HR), Woodbury School of Business, Utah Valley University; 2005 – 2008

Visiting Professor, Management (OB/HR), Marriott School of Management, Brigham Young University; 2004 – 2005

Associate Professor, Management (OB/HR), College of Business Administration, California State University, San Marcos; 2004 – 2005

Assistant Professor, Management (OB/HR), College of Business Administration, California State University, San Marcos; 1998 – 2004

Research and Teaching Assistant/Instructor, Department of Management, David Eccles School of Business, University of Utah; 1994 – 1998

Senior Consultant, Andersen Consulting (now Accenture); Phoenix, Arizona; 1991 – 1994

EDUCATION

Ph.D.	Business Administration (OB/HR), David Eccles School of Business, University of Utah, Salt Lake City, Utah, 1998 (Allied Field: Consumer Behavior)
B.S.	Information Management, Marriott School of Management, Brigham Young University, Provo, Utah, 1991 (magna cum laude)

RESEARCH INTERESTS

Mentoring, Leadership, Career Development, Work/Family Balance, HR, and Humility

JOURNAL PUBLICATIONS

Ensher, E. A., Nielson, T. R., & Kading, W. (2017). "Causes of Career-defining moments: Development of a typology." Journal of Career Development, 44(2), 110-126.

Nielson, T. R., & Pate, L. E. (2008). "Why is leadership so misunderstood? Inquiring minds want to know." International Journal of Organizational Analysis, 16(4), 249-259.

Nielson, T. R., Madsen, S. R., & Hammond, S. C. (2006). "Worldviews of adult learning in the workplace through a Mormonism lens." Advances in Developing Human Resources, 8(3), 382-390.

Lankau, M. J., Carlson, D. S., & Nielson, T. R. (2006). "The mediating influence of role stressors in the relationship between mentoring and job attitudes." Journal of Vocational Behavior, 68, 308-322.

Nielson, T. R., & Eisenbach, R. J. (2003). "Not all relationships are created equal: Critical factors of high-quality mentoring relationships." The International Journal of Mentoring and Coaching, 1(1).

Ensher, E. A., Nielson, T. R., & Grant-Vallone, E. (Winter, 2002). "Tales from the hiring line: Effects of the Internet and technology on HR processes." Organizational Dynamics, 31(3), 224-244.

Nielson, T. R., Carlson, D. S., & Lankau, M. J. (2001). "The supportive mentor as a means of reducing work-family conflict." Journal of Vocational Behavior, 59, 364-381.

Nielson, T. R., & Eisenbach, R. J. (2001). "Mentoring in academia: A conversation with Lyman Porter." Journal of Management Inquiry, 10(2), 183-189.

Pate, L. E., & Nielson, T. R. (1996). "Empirical findings on the ACES decision-making technique." Psychological Reports, 78, 1049-1050.

REFEREED BOOK CHAPTERS

Nielson, T. R., Ensher, E. A., & Grant-Vallone, E. (2015). "High Tech, High Touch Tension: Trends in Human Resource Management." In K. Elsbach, A. Kayes, & D.C. Kayes, (Eds.) "OB in Action." New York: Pearson.

Ratiu, C., Cherry, B., & Nielson, T. R. (2014). "Humility in Social Entrepreneurship: A Virtuous Circle." In C. Wankel & L. Pate (Eds.), Emerging Research Directions in Social Entrepreneurship. New York: Springer Publishing Group.

Pate, L., Lindsey, W., Nielson, T. R., & Hawks, M. (2008). "Innovations in Graduate Business Education: The Challenge of Developing Principle-Centered Leaders." In N.P. Barksky et al. (Eds.), The Power of Technology for Learning. Advances in Business Education and Training series (P. Van den Bossche (Ed.)), New York: Springer Science.

Nielson, T. R., Pillai, R., & Watson, K. (2003). "Blockbuster Leadership: Teaching Leadership Using Film." In R. Pillai & S. Stites-Doe, (Eds.), Reinventing Leadership Education for the 21st Century. The Leadership Horizons series (J.R. Meindl, (Ed.)), Greenwich, CT: Information Age Publishing.

PUBLISHED TEXTBOOK

Nielson, T. R. (2008). "Career Trek." (1st Edition), Upper Saddle River, NJ: Pearson Prentice Hall. (also prepared the Instructor's Manual and accompanying PowerPoint slides)

CONFERENCE PRESENTATIONS AND PROCEEDINGS

Ensher, E. A., Nielson, T. R., Kading, W. (2015, March). "Causes of career-defining moments: Development of a typology." Western Academy of Management, Kauai, Hawaii.

Nielson, T. R. (2013, March). "The Influence of Mentors in Mentees' Career Transitions." Part of a symposium organized by E. Ensher "Constructive Conversations on New Directions in Careers and Mentoring." Western Academy of Management, Santa Fe, New Mexico.

Nielson, T. R., & Sillito-Walker, S. D. (2010, March). "The influence of justice perceptions on formal mentoring programs and organizational commitment." Western Academy of Management, Kailua-Kona, Hawaii.

Cherry, B., & Nielson, T. R. (2010, March). "The humble entrepreneur: An oxymoron?" Part of a symposium organized by B. P. Owens & T. R. Nielson, "Counterbalancing virtues: The role of humility and courage." Western Academy of Management, Kailua-Kona, Hawaii.

Nielson, T. R., Pillai, R., & Pate, L. E. (2007, March). "Defining moments in the careers of WAM Ascendant Scholars." Part of a symposium organized by E. Ensher, "Thriving during times of change: Learning from the best practices of executives and scholars." Western Academy of Management, Missoula, Montana.

(Invited) Madsen, S. R., Turnbull, O., Nielson, T. R., & Hartman, L. (2007, January). "Teaching Ethics and Honesty in Business Classrooms: A Study of Changes in Student Perceptions." Eighth Annual Conference by Faculty: Utah Valley State College, Orem, Utah.

Pate, L. E., Nielson, T. R., Hawks, M., & Pillai, R. (2006, July). "The challenge for leadership education: Preparing managers for success in unsupportive work environments." International Conference on Advances in Management, Lisbon, Portugal.

Pate, L. E., Lindsey, W., Nielson, T. R., & Hawks, M. (2006, June). "Innovations in graduate business education: The challenge of developing principle-centered leaders." 13th Annual EDiNEB International Conference, Lisbon, Portugal.

Nielson, T. R. (2005, August). Presenter in the Professional Development Workshop titled, "The Career Development Café: A Smorgasbord of Innovative Classroom Activities." Academy of Management, Honolulu, Hawaii.

Borredon, L., & Nielson, T.R. (2002, August). "Are many mentors better than one? The research and practice of mentoring networks." Co-chair of the Professional Development Workshop sponsored by the Academy of Management Mentoring Committee. Academy of Management, Denver, Colorado.

Ensher, E. A., Nielson, T. R., & Grant-Vallone, E. (2002, March). "Traditional HR to e-HR: Effects of the Internet and technology." Western Academy of Management, Santa Fe, New Mexico.

Lankau, M. J., Carlson, D. S., & Nielson, T. R. (2001, August). "A study of the impact of mentoring functions and dyadic gender composition on protégé's perceptions of role stress." Academy of Management, Washington D.C.

Pillai, R., Nielson, T. R., & Bennett, D. (2001, August). "Addressing the leadership challenges of grassroots community leaders: The Leadership 2000 Project." Part of a symposium organized by R. Pillai, "Revitalizing leadership: New audiences and new directions." Academy of Management, Washington D.C.

Nielson, T. R., & Borredon, L. (2001, August). "Broadening conceptions of mentoring: Paradoxes in research and practice." Co-chair of the Professional Development Workshop sponsored by the Academy of Management Mentoring Committee. Academy of Management, Washington D.C.

Nielson, T. R., Pillai, R., & Watson, K. (2001, April). "Blockbuster leadership: Best scenes and techniques for using film in leadership courses." Part of a symposium organized by R. Pillai & T. Nielson. Western Academy of Management, Sun Valley, Idaho.

Nielson, T. R., Carlson, D. S., & Lankau, M. J. (2000, August). "The supportive mentor as a means of reducing work-family conflict." Part of a symposium organized by Mary Still, "U.S. companies and work/life strategies: Their diffusion and effects." Academy of Management, Toronto, Canada.

Nielson, T. R., Eisenbach, R. J., Pillai, R., & Naumann, S. (2000, April). "Formal mentoring program effectiveness: Where's the justice?" Part of a symposium I organized, "Mentoring in the 21st century: In search of new directions in research and practice." Western Academy of Management, Kona, Hawaii.

Nielson, T. R., Pate, L. E., & Eisenbach, R. J. (1999, August). "Not all relationships are created equal: Critical factors of productive mentoring relationships." Academy of Management, Chicago, Illinois.

Nielson, T. R. (1999, August). "The developmental journey of mentoring research and practice." Part of a symposium organized by Suzanne de Janasz, "Mentoring in a pluralistic environment: Issues, challenges, and new directions." Academy of Management, Chicago, Illinois.

Nielson, T. R., & Eisenbach, R. J. (1999, March). "Looking at mentoring with fresh eyes: The impact of mentoring networks on protégé outcomes." Western Academy of Management, Redondo Beach, California. **(this paper was awarded the Cason Hall Best Regional Careers Paper Award)**

Nielson, T. R., Carlson, D. S., & Lankau, M. J. (1998, August). "Examining the relationships between mentoring and work antecedents of work-family conflict." Academy of Management, San Diego, California.

Nielson, T. R., & Pate, L. E. (1998, March). "Effects of mentoring on sustainable competitive advantage: Organizational capability and institutional myth?" Western Academy of Management, Portland, Oregon.

Nielson, T. R., & Pate, L. E. (1997, July). "Transforming follower performance beyond expectations: An expectancy-based framework." International Conference on Advances in Management, Toronto, Canada. Abstract in Proceedings.

Pate, L. E., Nielson, T. R., Chamberlain, S. R., & Hansen, P. J. (1997, July). "Designing a cost-effective reward system for motivating GenX and Boom employees in an integrated health care system." International Conference on Advances in Management, Toronto, Canada (Invited Paper). Abstract in Proceedings.

Nielson, T. R., & Pate, L. E. (1997, April). "Why is leadership so misunderstood? Inquiring minds want to know?" Western Academy of Management, Lake Tahoe, California. **(Outstanding Paper Award Nomination)**

Pate, L. E., & Nielson, T. R. (1996, August). "Effectiveness of a new normative decision making technique: Results of four empirical studies." Academy of Management, Cincinnati, Ohio.

Nielson, T. R., & Pate, L. E. (1996, June). "An analysis of decisions to participate and produce in mentoring relationships: A 1996 model of the mentoring process." International Conference on Advances in Management, Boston, Massachusetts.

Seybolt, P. M., Derr, C. B., & Nielson, T. R. (1996, June). "Conflict management styles: Linkages between national culture and gender." International Association for Conflict Management, Ithaca, New York.

Nielson, T. R. (1996, March). "Key antecedents to the development of transformational leadership in business students." Western Academy of Management, Banff, Canada.

TEACHING EXPERIENCE

Courses Taught (at Brigham Young University): teaching evaluations at 4.6+/5

Organizational Effectiveness: required undergraduate core course covering organizational behavior concepts and human resource management principles; taught course for business majors (HRM 391/Org B 321) and large auditorium course for non-business majors (Org B 320).

HR Management (Org B 327): undergraduate core course covering HRM practices and principles (required for OB/HR emphasis and Facilities/Property Mgt. students).

Compensation, Benefits, & Performance Management (HRM 412/429): undergraduate course required for HRM major students.

Organizational Behavior (Bus M 540): required course covering organizational behavior concepts for Masters of Information Systems Management (MISM) students.

Talent Management (MBA 625): elective masters-level course covering numerous talent management processes – competency modeling, performance management, talent acquisition, talent development, succession planning, leadership development and talent retention.

Compensation and Benefits (MBA 628): elective masters-level course focusing on in-depth learning and application of compensation practices (both internal and external pay equity) and benefits issues.

Cougar Strategy Group (MBA 684A, 684B & 684C): collaborate with Professor Paul Godfrey to merge Cougar Strategy Group and Cougar Talent Solutions; advisor/mentor for student teams with client projects.

Cougar Talent Solutions (MBA 646A, 646B & 646C): advisor/mentor for the MBA HR track's Learn-Do-Become organization – Cougar Talent Solutions.

Strategic HR Management (EMBA 545): required core course for executive MBA program students – focused on the full set of HR processes, including talent acquisition and performance management.

Career Development (EMBA 693R): elective course for executive MBA program students – help students improve their career planning (ABZ plans), LinkedIn profiles, resumes, and professional branding.

BYU Foundations (UNIV 101): required course for all new freshmen BYU students; designed as an onboarding course to help students better understand the unique BYU mission, learn of beneficial campus resources, and to increase friendships.

Courses Taught (at Utah Valley University): teaching evaluations at 4.5+/5

Principles of Management: required undergraduate core course emphasizing the four management functions—planning, organizing, leading, and controlling.

Career Preparation: required undergraduate course emphasizing the practical aspects of career management and preparing students for the transition to the professional world.

Human Resource Management: required undergraduate core course covering all the major HRM functions (e.g., staffing, training and development, compensation and benefits).

Workforce Planning and Staffing: elective undergraduate course covering the following HR activities: planning, job analysis, recruitment, selection, orientation, and retention.

Courses Taught (at Cal State-San Marcos): teaching evaluations at 4.7+/5

Services Management: undergraduate core course covering organizational behavior concepts and management principles applied to service organizations.

Career Development: creator of an undergraduate elective course to help business students more effectively manage their careers.

Senior Experience: advisor to senior student teams for intensive two-semester projects.

In the Executive's Chair: co-creator of an innovative course that brings business executives on a weekly basis to speak to undergraduate business students.

Management: required portion of the MBA Foundation curriculum.

Competitive Advantage Through Human Resources: required course in the MBA curriculum.

Courses Taught (at the University of Utah): teaching evaluations at 4.5+/5

Organizational Behavior: required undergraduate course

Managing Diversity Through Interpersonal Communication: elective undergraduate course

Leadership/Team Building/Interpersonal Skills: required MBA course

AWARDS AND HONORS

Director or Associate Director, EMBA Foreign Business Excursions (2013-16 & 2024-26)
Director or Associate Director, Undergraduate Study Abroad programs (2018-19 & 2023)
Dean Fairbanks Teaching and Learning Faculty Fellowship (2018)
NAC Fellowship (2017)
MBA Mentoring Award (2015, 2016)
Marriott School Outstanding Teaching Award (2015)
Faculty Mentoring Award, MBA OB Student Association, Brigham Young University (2010 & 2012)
Finalist, Merrill J. Bateman Student Choice Award, Brigham Young University (2010 & 2016)
Alumni Outstanding Educator Award, Utah Valley University (2008)
Elected Department Chair (despite only being on the faculty for 2 years and not having tenure), Utah Valley University (2007)
Nominee, Brakebill Outstanding Professor Award, CSU San Marcos (2003)
Professor of the Year Award, Business Student Honor Society, CSU San Marcos (2002-2003)
Outstanding Faculty Award, College of Business Administration, CSU San Marcos (2001)
Cason Hall Best Regional Paper Award, Careers Division, Academy of Management (1999)
Outstanding Professor Award, awarded by MBA class, University of Utah (1998)
Doctoral Student Teaching Excellence Award, University of Utah (1997-98)
Marvin J. Ashton Scholarship Award, University of Utah (1997-98)
David Eccles Doctoral Scholar, University of Utah (1996-98)
Outstanding Student in Information Management, Brigham Young University (1991)
Trustees Scholarship (4-year full tuition), Brigham Young University (1985)

SERVICE ACTIVITIES

University & College Committees

Brigham Young University

Associate Chair, OBHR Faculty Group Leader in Management Department, 2024-present
Co-Chair, MSB Employee Experience Advisory Council, 2021-2024
MBA OB/HR Faculty Advisor, 2008 – 2024 (graduate HR program earned #1 ranking in the U.S. by *Princeton Review* in 2019, 2020, 2021 & 2024; earned #1 ranking in the world by *Financial Times* in 2012)
MBA Admissions Committee member, 2008 – present
MSB representative, Center for Teaching and Learning Advisory Council, 2018 - 2022
Member, BYU Marriott Student Parental Leave Policy Committee, 2022-2022

MBA Curriculum Committee member, 2008 – 2014
Executive MBA Committee member, 2011 – 2014

Utah Valley University

Mentoring Committee, Center for Advancement of Leadership, 2006 – 2008
Graduate Program Development Committee, 2005 – 2008
NCAA Accreditation Committee, subcommittee co-chair, 2006 – 2007
Teaching and Scholarship Excellence Committee, 2005 – 2007

California State University San Marcos

CoBA Undergraduate Curriculum Committee, 2003 – 2004
Senior Experience Program Advisory Task Force, 2003 – 2004
Academic Senator, Fall 2002 – 2004
Latter-day Saint Student Association (Faculty advisor), Fall 1998 – 2004
CoBA Leadership Group, 2001 – 2003
MBA Program Committee (Chair), 2001 – 2003
Faculty Center Advisory Council, Fall 2000 – 2002
Faculty Liaison - Dean's Advisory Board, 2000-2001
University Global Affairs Committee, Fall 1998-Fall 2000 (Chair in 1999-2000)
Sigma Iota Epsilon Honor Society (Faculty co-advisor) Fall 1998 – Spring 2000

Professional Service

Reviewer, Western Academy of Management, most years 1996 – 2017
Editorial Board Member, International Journal of Organizational Analysis, 2007 – 2009
Reviewer, Academy of Management—Careers & OB Divisions, 1998 – 2007
Member, Academy of Management Mentoring Committee, 1999 – 2003
(including co-chair of the Professional Development Workshops in 2001 & 2002)
Member, Program Committee, Western Academy of Management, 2003
Ad-hoc reviewer, Academy of Management Review, 2002
Ad-hoc reviewer, Group & Organization Management, 2000, 2014
Ad-hoc reviewer, International Journal of Organizational Analysis, 1997

Community Service

Numerous leadership positions, The Church of Jesus Christ of Latter-day Saints
Education Committee, San Marcos Chamber of Commerce, 1999 – 2002
Voluntary Representative, The Church of Jesus Christ of Latter-day Saints, Campinas Brazil, 1986-1988

Consulting Experience

Mountain West Anesthesia (working with difficult people – 2023)
NTT (strategic human capital research interviews and summary – 2022)
DecisionWise (employee engagement and executive coaching consulting firm – 2016)
Provide Commerce (employee value proposition/employee engagement – 2010-2011)
Western Union (employee engagement – 2010)
Vodafone Czech Republic (formal mentoring program for female executives – 2009)
Utah Head Start (employee motivation and performance – 2009)
Proflowers.com (HR consultant, training program implementation, executive team training – 2003-2004)
Executive Roundtables (employee commitment and motivation – 2001)
Turn Community Services (mentoring and motivation – 1998)
Division of Continuing Education, University of Utah (decision making – 1997)
Intermountain Health Care, Health Plans Inc. (mentoring – 1997-98)

PROFESSIONAL SOCIETIES

Academy of Management, 1995-present
Society for Human Resource Management, 2009-present

REFERENCES

Dr. Kristen DeTienne
Professor of Organizational Behavior & HR
Marriott School of Business
Brigham Young University
Provo, UT 84602
(801) 422-4189
Kristen_DeTienne@byu.edu

Dr. John Bingham
Professor of Organizational Behavior & HR
Marriott School of Business
Brigham Young University
Provo, UT 84602
(801) 422-3509
johnbingham@byu.edu

Dr. Ellen A. Ensher
Professor of Management
College of Business Administration
Loyola Marymount University
Los Angeles, CA 90045
(310) 338-3037
eensher@lmu.edu

Dr. Bennett Cherry
Professor of Entrepreneurship & Mgt
College of Business Administration
California State University, San Marcos
San Marcos, CA 92096-0001
(760) 750-4217
bcherry@csusm.edu