Elizabeth Dixon

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A seasoned business professional with 20+ years of BYU Marriott teaching experience, I leverage my strengths to help colleagues and students flourish. I strive to model Christlike leadership by cultivating supportive, non-threatening environments where colleagues and students—as they recognize and gather light—feel comfortable making mistakes, improving on weaknesses, and developing empathy. I embrace the BYU Marriott Vision, Mission, and Values, focusing on students as I nurture them in their quest for eternal life. A goal-oriented self-starter, gifted communicator, avid learner, and compassionate includer, I am a committed an ambassador for BYU Marriott, BYU, the Church of Jesus Christ of Latter-day Saints, and ultimately my Savior.

Work Experience

BRIGHAM YOUNG UNIVERSITY | BYU MARRIOTT SCHOOL OF BUSINESS — January 2023 - Present
ASSOCIATE PROFESSOR OF MANAGEMENT COMMUNICATION
DIRECTOR OF MANAGEMENT COMMUNICATION

- Teach undergraduate management communication, MPA communication, and MBA communication courses
- Oversee scheduling of 90+ undergraduate management communication courses per year
- Recruit, hire, and train adjunct faculty who teach management communication
- Manage a group of 30+ student TAs: recruiting, hiring, training, and evaluating performance
- Conduct annual stewardship interviews (ASI) with all adjunct faculty
- Oversee *Marriott Student Review* (MCom 420), MCom 320's student-run experiential learning publishing arm
- Launched a student-led drop-in grammar lab
- Conduct in-person and remote grammar exam review sessions for all MCom 320 students (2000 per year)
- Collaborate with Center for Teaching and Learning to summarize student ratings and train new faculty
- Collaborate with BYU Business Librarians to improve students' information and data literacy
- Collaborate with BYU Library Learning Studio to create and publish MCom 320 YSearch lesson modules
- Revised, updated, and edited *Management Communication*, the MCom 320 student textbook (2 iterations)
- Spearheaded the transition of the MCom 320 student textbook to BYU Open Textbooks, collaborating with Dr. Royce Kimmons (BYU IP&T)
- Collaborated with BYU Online to organize and execute the recording of 10+ podcast-style curriculum videos
- Collaborated with Professor Jason McDonald to improve the MCom 320 online curriculum
- Collaborated with Kelli Ritter and Eric Orton (BYU Online) to transition MCom 320 on-demand remote delivery classes to live remote courses, thereby improving student ratings for the online course
- Negotiated with BYU Marriott School, BYU/CES OIT, BYU Legal Counsel, and BYU AVP to secure an MCom 320 license for WriteGrader, an AI writing feedback tool
- Negotiated with BYU Marriott School to secure a full-time CES teaching faculty position for MCom 320
- Collaborated with Summer Elrod to reconfigure and design a dedicated MCom 320 faculty office
- Collaborated with BYU Online and BYU Independent Study Accessibility Office to ensure the textbook complies with all accessibility standards
- Presented with the BYU Business Librarians at the 2024 Lilly Conference on evidence-based teaching & learning
- Attended the BYU University Writing Information Literacy 2023 Summer Seminar

ADJUNCT PROFESSOR — 2000 - 2023
BUSINESS MANAGEMENT | ROMNEY INSTITUTE OF PUBLIC MANAGEMENT & ETHICS

- Taught MCom 320 – Management Communication, advanced writing class for business majors. Taught 3,000+ students in approximately 80 sections over the past two decades. For the past two years, I've taught fall and winter sections exclusively reserved for non-native English-speaking international students.
- Co-authored *Management Communication*, the course textbook

- Assisted BYU Online in developing the MCom 320 online and blended course curriculum. Continue to collaborate with the online instructional designers to maintain course rigor and satisfy learning outcomes
- Developed and updated quizzes, exams, in-class activities, major assignments, and team business case projects
- Collaborated with the BYU RWC to provide supplemental instruction for international students
- Maintained updated library course reserve list for all MCom 320 classes
- Coordinated with business librarians to organize MCom 320 research workshops
- Consulted on and edited MCom 320 final exam cases

ADJUNCT PROFESSOR
ROMNEY INSTITUTE OF PUBLIC SERVICE AND ETHICS 2022 - 2023

- Co-taught MPA 662 – Communication in Public Administration
- Taught Executive MPA students to master their written and oral professional communication skills,
- Specialized in grammar, organization, logic, design, feedback, diversity, and presentations
- Collaborated with co-professor to develop and revise curriculum, organize course schedule, and satisfy required learning outcomes

CO-AUTHOR, PROJECT LEAD
MANAGEMENT COMMUNICATION TEXTBOOK UPDATE AND REVISION 2021 – 2022

- Edited and updated *Management Communication* original text errors and textbook links
- Revised textbook material to comply with diversity and inclusion standards
- Complied with generally accepted business communication textbook standards
- Coordinated with BYU Store textbook managers to fund ongoing textbook updates

CHAIR
BYU MARRIOTT ADJUNCT ADVISORY COUNCIL 2019 – 2022

- Oversaw an adjunct advisory council that consists of six adjunct faculty who represent different BYU Marriott departments
- Regularly met with the council to discuss ongoing BYU Marriott adjunct faculty needs and concerns
- Represented all BYU Marriott adjunct faculty on the BYU Marriott Leadership Council
- Collaborated with the dean's office and building supervisor to create an office-space tracking system
- Curated, published, and updated an adjunct faculty guidebook
- Planned, organized, and executed an annual adjunct faculty summit
- Collaborated with university-wide adjunct advocates to model a fully functional advisory council

ADJUNCT PROFESSOR
MASTER OF BUSINESS ADMINISTRATION 2014 - 2022

- Created, launched, and teach MBA 543 – Oral Communication for Business Executives
- Develop and update course curriculum to satisfy learning-outcome requirements
- Plan, organize, and host a semi-annual professional networking event
- Hire, train, and manage four teaching assistants who oversee course presentation labs

ADJUNCT PROFESSOR & CASE COMPETITION COACH
GLOBAL BUSINESS CENTER 2007 - 2022

- Taught MSB 490R – International Case Competition Class
- Interviewed, auditioned, and selected students who represented BYU Marriott at the CUIBE case competition
- Curated 6 – 8 practice international business cases per class
- Taught students business case theory basics—invite guest experts to guide the process
- Trained students to craft and deliver world-class business presentations
- Coordinated volunteer faculty judges who help prepare the students for the competition

ADJUNCT PROFESSOR & WRITING CENTER DIRECTOR
ROMNEY INSTITUTE OF PUBLIC SERVICE AND ETHICS 2006 - 2021

- Directed and solely operated the RIPSE Writing Center
- Reviewed 5000+ graduate students' documents and presentations
- Critiqued design, organization, content and logic, and grammar on MPA students' rough-draft coursework
- Created a feedback common-errors guide based on 10,000+ comments and edits
- Consulted with professors to coordinate center deadlines and assignment schedules
- Became an APA and Chicago styles expert

ADJUNCT PROFESSOR OF ETHICS
ROMNEY INSTITUTE OF PUBLIC SERVICE AND ETHICS 2010 - 2013

- Taught MSB 390 – Business Ethics
- Trained students to develop ethical awareness
- Used business ethics cases to teach prescriptive frameworks for ethical action
- Evaluated students' work to comply with learning-outcome requirements

TOP-DOWN COMMUNICATION
OWNER AND SOLE PROPRIETOR 2021 – Present

- Consulting with small businesses to guide them on ecommerce communication strategies.
- Helping clients define and understand their audience, their value proposition, and their voice
- Training a group of university professors in Guangdong, China, on American English fundamentals
- Editing a Chinglish text for publication in the United States

LEVERAGE COMMUNICATION, LLC,
HOME OF THE STAND AND DELIVER & EXECUTIVE WRITERS WORKSHOPS
PRINCIPAL CONSULTANT AND TRAINER
2012 – 2021

- Trained business executives at American Express (global banks), VISA, and The Church of Jesus Christ of Latter-day Saints Motion Picture Studios to deliver world-class business presentations and business pitches
- Trained 50+ business executives on feedback and business communication strategies
- Negotiated third-party relationships to provide secure recorded training experiences
- Earned coveted "Preferred Vendor" status at American Express

TRIZETTO, INC.
SENIOR HEALTHCARE INFORMATION & BUSINESS CONSULTANT 2002 – 2004

- Collected, analyzed, and reported on back-end healthcare utilization data for large healthcare payers including Qual-Choice Arkansas, Blue Cross of Michigan, and Preferred Health Network
- Prepared Healthcare Effectiveness Data Information Set (HEDIS) reports for HMO accreditation
- Consulted with and assisted on leading a data mining and mapping project for Qual-Choice Arkansas

FIRST HEALTH/FFMC
SENIOR HEALTH INFORMATION REPORTING ANALYST | CONSULTANT 1996 – 1999

- Analyzed back-end health care utilization data for large self-funded ERISA clients like Novell, Dow Chemical, Hewlett-Packard, Pillsbury, Johnson Controls, and ExxonMobil
- Prepared ad-hoc, customized data analysis and reporting for hundreds of clients
- Performed plan-modeling analysis to help clients understand how to establish cost-effective, yet comprehensive health plans
- Interfaced directly with account representatives, brokers, and clients to present quarterly data
- Consulted with brokers and clients to provide strategies for saving health plan dollars and covered lives
- Prepared federal and state government compliance reports

ALTA HEALTH STRATEGIES/FIRST HEALTH
TECHNICAL WRITING SUPERVISOR 1991 – 1994

- Supervised a 2-person team of technical writers who interfaced with a 15-person case management nursing team to research and report on high-dollar claim cases for self-funded ERISA clients

- Oversaw completion of 1500+ cases per quarter
- Completed 500+ specific and aggregate stop-loss reports for third-party stop-loss carriers like Cigna and Lloyds of London
- Collaborated with case managers and client marketing representatives to ensure timely delivery of 1500+ quarterly cases

Awards & Highlights

BYU Adjunct Teaching Excellence Award — August 2022

BYU Marriott School Adjunct Teaching Excellence Award — April 2021

BYU Magazine
Highlighted in "How to Give and Receive Feedback" — Spring 2023

BYU Marriott Magazine

Highlighted in "Storytelling for Success" — **Fall 2023**
Highlighted in "A Guide on the Path to Success" — December 2020

BYU Marriott Website Employee Spotlight
Highlighted in "Liz the Wiz" — **November 2023**

BYU Marriott Values in Action (VIA) Award
Christlike leadership — **Fall 2023**

BYU Marriott Values in Action (VIA) Award — **Winter 2025**
Christlike leadership

Citizenship | Professional Responsibilities

- **Presented on MCom 320/AI in MCom 320 at Marriott School Kickoff** — **Fall 2025**
- **Women in Business Dinner Emcee and Panel Discussion Leader** — **Winter 2025**
- **Collaborated with college on ideas to accommodate more MSB undergraduate students** — **Winter 2025**
- **Overhauled MCom 320 Online Curriculum**
  Collaboration with IP&T Professor Dr. Jason McDonald — **Fall 2024**
- **Collaborated with CTL to create an MCom 320 POET and SCOT program** — **Fall 2024**
- **Presented at the MBA Women in Leadership Conference** — **Fall 2024**
- **Attended DARE to Overcome Conference Washington, DC** — **Spring 2024**
- **Leadership Development Forum with John Bingham and Ben Galvin** — **F' 2024/W' 2025**
- **Served on the BYU Marriott School Spiritually Strengthening Committee** — **Fall 2024**
- **Serve on the BYU Advanced Writing and Oral Communication certification committee** — **Winter 2023 - Present**
- **Served on the BYU Marriott AI committee** — **Winter 2023 – 2024**
- **Presented on using AI in the classroom at the Fall 2023 BYU Marriott AI forum** — **Fall 2023**
- **Organized and hosted Microsoft Director of Search and AI Jared Andersen for an interactive Q&A with BYU Marriott and other BYU professors** — **Fall 2023**

- **Collaborate with University Writing** **Winter 2023 - Present**
- **Chair the MPA Communication committee**
- **Direct the judging of the Garth Jones Writing Award** **Winter 2023 – Present**

Volunteer Service

Mentor/Other	Contest Judge	Case Competition Coaching	Board of Directors
BYU International Student Athlete Mentor Winter 2023	**BYU Marriott Phi Kappa Phi Essay Contest**	BYU Marriott RIPSE Lockheed Martin Ethics in Engineering Case Competition	Women's ALI
BYU Marriott Undergraduate Business Student Mentor (ongoing)	**BYU Marriott RIPSE Stuart Grow Essay Contest**	BYU Marriott MBA Proctor and Gamble Case Competition	
BYU Ira Fulton College of Engineering Student Innovator of the Year Faculty Mentor (annual)		BYU Marriott SOA Deloitte Case Competition	
Women in Management MBA Conference Presenter Fall 2024		BYU Marriott Bain Case Competition	
Marriott Student Review Podcast "Measuring Success Right" Guest Winter 2025		Key Bank MBA Case Competition	
Highland, UT, South Stake Women's Conference Presenter Winter 2025		Big 12 MBA Case Competition volunteer mentor	
Global Business Center High School Language Case Competition Presenter		BYU Marriott WalMart MBA Case Competition	
Global Business Center International Graduate Student Orientation Presenter (annual)		BYU GCSM Wake Forest Marketing Summit	
Women in Business Closing Social Emcee and Panel Moderator Winter 2025		BYU Global Management CUIBE Case Competition (Northeastern University)	
Panel Participant, MIBS Belonging Conference Fall 2025		BYU Global Management CIBER Case Competition (The Ohio State University)	
BYU Belonging Conference Planning Committee Member and Breakout Room Moderator Fall 2025		**Big 12 MBA Case Competition Coach**	

Education

MPA BRIGHAM YOUNG UNIVERSITY 1996
Romney Institute of Public Service & Ethics
Emphasis in Healthcare Administration | Graduated with High Distinction

BA	BRIGHAM YOUNG UNIVERSITY Philosophy	1991