NC STATE
EXECUTIVE EDUCATION
2018-2019
ANNUAL REPORT
ABOVE AND BEYOND

The NC State advantage is grounded in our land-grant mission. We leverage the capabilities of the entire university, including our world-class expertise in agricultural sciences, biomanufacturing, computer science, design, engineering, and management, to create an experience linked to the unique challenges of your industry and organization.

CONTACT US

We’d love to hear from you! At NC State Executive Education, collaboration is key. We pride ourselves on developing strong and experiential relationships with our clients, allowing us to deliver customized programs that fit your organizational culture and needs. Reach out to us using the information below, or contact our Director, Dan McGurrin, at dpmcgurr@ncsu.edu.

WEBSITE: https://execed.poole.ncsu.edu/
FACEBOOK: @NCStateExecEd
TWITTER: @NCStateExecEd
LINKEDIN: Executive Education at NC State

If you are a USA Federal Government employee, North Carolina State University Executive Education is approved as federal government vendor. You can find us on SAM.gov. with our DUNS: 969679187 or CAGE Code: 6Q3Z7
WHAT IS EXECUTIVE EDUCATION

We create developmental experiences that integrate subject matter expertise with applied learning activities. Through custom-designed solutions and open programs, participants learn how to successfully address, manage, and overcome the real-world challenges they face in today’s complex world, whether in leadership, analytics, innovation, or any one of the many topics covered by our wealth of experts.
MISSION
BUILDING CONFIDENCE IN AN UNCERTAIN WORLD
We equip workers for a VUCA (Volatile, Uncertain, Complex, Ambiguous) future with new mindsets and strategies they can immediately use to stay relevant in an increasingly automated and uncertain world. We help “unstick” the “stuck” and facilitate process improvement through proven methods and experience from our collective knowledge base. The end result is a confident worker and organization that feels equipped to address the threats and opportunities.

“This course had far more applicability to what I do and need to do at work versus a 26-day program at Harvard. That program had great merit too, but this strategic leader program at NCSU will have greater return on investment.”
– JSOC Participant

PARTNERS
PAST AND PRESENT
OUR COLLEGE AND UNIVERSITY SUPPORT

NC State Executive Education (NCSEE) pursues activities that enhance the experience of students, support investments in faculty and infrastructure, drive interdisciplinary activity, improve operational excellence and promote strategic partnerships. While our direct clients are external organizations, our work provides support for each of the college’s goals.

In addition to the financial value of the strategic partnerships, NCSEE also supports an interdisciplinary approach to client programming. There are currently three colleges working with the Poole College of Management (PCOM) (College of Engineering, College of Sciences, and the Wilson College of Textiles) in program delivery, and expansion of these relationships is a core strategy for the NCSEE.

Over the last five years, NCSEE has also leveraged client relationships to open several programs for student participation, engaged students in projects for clients, brought corporate speakers to degree classes and raised funds to support scholarships and faculty. For example, NCSEE recently provided students the opportunity to learn how to conduct a behavioral assessment by observing and giving feedback to corporate teams involved in a team leadership simulation. The NCSEE office also offers several internship opportunities for NC State students.

As the financial results of NCSEE have improved, investment in new resources has focused on supporting the development of new joint-college open programs, tied directly to the university’s core strengths. Examples include our data science programming, the Women in Tech Leadership network series, new supply chain open programs and several custom and open innovation programs. These new activities are already resulting in strong increases in both revenue and margin in 2019.

WE SUPPORT...

- the ability to test and launch learning models that will impact students
- $3 MILLION in contributions to faculty and departments
- 90 MINUTE professional development seminars on behavioral and technical skills for PCOM employees
- 30% margin improvement as our model has shifted to support new programs

OVER THE PAST 5 YEARS...

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1. Enhance the success of our students through *educational innovation*.

2. Enhance scholarship and research by *investing* in faculty and infrastructure.

3. Enhance *interdisciplinary scholarship* to address the grand challenges of society.

4. Enhance *organizational excellence* through creating a culture of constant improvement.

5. Enhance *local and global engagement* through focused strategic partnerships.
Dear Partners, Alumni and Friends,

In 2009, Dean Ira Weiss recognized the need for an executive education model that both served the requests of our partners and leveraged the extensive, unique resources at NC State. The result was a business model designed to support leadership development during one of the most dynamic periods of organizational innovation and change.

"Of particular pride have been messages received from leaders... about the impact of our activities."

Fast forward 10 years, NCSEE has delivered on those goals and continues to manage multi-year relationships with Fortune 50 corporations, government agencies at the forefront of national security, and fast-growth companies. Client programs have leveraged faculty from all 10 NC State University colleges, and provided specialized sessions in analytics, innovation and leadership.

Of particular pride have been messages received from leaders at our client companies about the impact of our activities. Just a few of these would include: Lou Arp, thanking Poole College for the role played in helping support the merger between Eisai and Biogen; Ramesh Lakshmi-Ratan, sharing his appreciation for the partnership in transforming Pitney Bowes’ business model; several IBM executives recognizing both the long relationship with NC State and IBM during the early days of Watson’s development, and help in designing data analytic services; and Jim Mullen’s appreciation for the global programming at Patheon that supported both the turnaround and industry leadership. This year’s 3-year partnership with Infosys’ President to develop a cadre of data science professionals is the latest. While we know training contributes only one element of transformation, as educators these messages provide a meaningful reward.

As we continue to support our clients’ innovation and growth, as with
your markets, ours is seeing dramatic change as well. In response to new demands, we are building new service models unique to the industry. Our first new offering is a listing of over 100 four hour workshops for direct contracting with our subject matter experts, called Short Sessions. The second will be a series of programs for specialized groups, beginning this year with seminars and coaching for a Women in Tech Leadership community and the rollout of our certificates for Data Science professionals. Finally, in 2020 we plan to launch Exec Ed 2.0, a completely new level of service for our L&D partners.

Even as we launch these exciting programs, we will maintain our commitment to quality service. Our NCSEE Advisory Board, and the boards and roundtables guiding our individual new programs, have been invaluable helping us build programs that meet today’s business needs. And as always, our faculty are solely concerned with their sessions leading to successful implementation of the learning. But more than ever before we will be providing post-event coaching to support and ensure positive impact.

I invite you to learn more about our history, current models and future plans at our recently launched website at execed.poole.ncsu.edu.

Please reach out to me or any of our team members if you have any questions, and we invite you to engage us as clients, contributors, expert speakers, or simply suggesting new opportunities we could develop for your benefit. We are confident NCSEE’s collaborative version of ‘Think and Do’ at NC State will help your organization embrace the future.

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Professor of Accounting and Associate Director of Enterprise Risk Management Initiative

Bonnie Hancock  
Executive Director of Enterprise Risk Management Initiative and Professor of Practice

Rob Handfield  
Bank of America University Distinguished Professor, Supply Chain Management

Brad Kirkman  
General (Ret.) H. Hugh Shelton Distinguished Professor and Department Head

Chris Hitch  
NC State Executive Education Faculty

Nagiza Samatova  
Professor of Computer Science; Senior Scientist, Oak Ridge National Laboratory
Our faculty, comprised of technically-trained experts and esteemed NC State professors, is carefully matched with your targeted needs to ensure the best program possible. We work with faculty in numerous NC State Colleges and Departments, including Agricultural Science, Biomanufacturing, Computer Science, Design, Statistics, Textiles, and Business. Pairing these industry experts with our skilled facilitators ensures we deliver comprehensive and engaging courses, and sets us apart from other Executive Education programs.

### ABOUT OUR FACULTY

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Dr. Kirkman has conducted research and presented papers in several countries, is an award-winning author, and published a book in 2017 titled “3D Team Leadership: A New Approach for Complex Teams”. He has worked with companies on issues such as leading global virtual teams, agile team effectiveness, and increasing leadership effectiveness.

### SUBJECT MATTER EXPERTS

12
RECOGNITION FOR EXCELLENCE

Mark Beasley - Outstanding Extension and Outstanding Engagement Award, April 2019
Phaedra Boinodiris - "Pop Culture, AI, and Ethics" Forbes, February 24, 2019
Brad Kirkman - Journal of International Business Studies Silver Medal, June 2019
Paul Mulvey - University of North Carolina Board of Governors Award for Excellence in Teaching, 2019
Bill Rand - Research Leadership Award, 2019; Summer Research Award Recipient, 2019
...and many others

"Beth was by far my favorite presenter. I felt that the information was relevant to my everyday work environment. This was very meaningful for me."
- Program Participant
WE ADD VALUE TO YOUR COMPANY

Our programs provide valuable experiences for early-career, mid-career, and senior professionals. Companies should work with us because we can help them access the collective IQ from the experience and research of our cadre of diverse professors, each with their own industry experience and wisdom that a company couldn’t access on its own.

“These sessions helped guide me to resources, and ideas that will help me grow in my leadership and also in my career.”
- NetApp Program Participant
QUICK FACTS
Take a Glimpse at Some of the Things We Accomplished This Year

1,266 TOTAL PARTICIPANTS
4.61/5 AVERAGE EXPERIENCE RATING
99% WOULD RECOMMEND THEIR SESSION TO PEERS

OUR PROGRAMS
CUSTOM PROGRAMS
SHORT SESSIONS

JULY 2018
AVERAGE APPLICABILITY RATING 4.8/5
PARTICIPATING COMPANIES:
> BANDWIDTH
> REPUBLIC WIRELESS
Other Programs: MetLife

AUGUST 2018
"Content of the information presented was great and practical to my every day business." - JSOC Participant

WE WORKED WITH:
MetLife
Cisco
LexisNexis

SEPTEMBER 2018
METLIFE POWER AND INFLUENCE
ADVANCED AUTOPARTS

LEADERS OF CHANGE
IOT AND DECISION MAKING
STRATEGIC VISION
INFLUENCE AND TEAM CHALLENGES

WE WORKED WITH:
SAS

OCTOBER 2018
49% of individuals are analytically challenged

Program Participant: Cisco

NOVEMBER 2018
DATA SCIENCE LLC PROGRAM COLLABORATIONS
2/3 of people believe the demand for data scientists will outpace supply

WE WORKED WITH:
Cisco
LexisNexis
JANUARY 2019

"I felt these sessions did a good job of teaching valuable leadership skills that are out there in the world today."
- NetApp Participant

WE WORKED WITH:

NetApp
Infosys
Cisco

SERVED 57 PARTICIPANTS

FEBRUARY 2019

OPPORTUNITIES AND BARRIERS TO CHANGE
PERSONAL CHANGE AND GOAL SETTING

PARTICIPATING COMPANY:
> JSOC

ORGANIZATIONAL EXCELLENCE PROGRAM

MARCH 2019

BUSINESS ESSENTIALS
LEXISNEXIS DATA SCIENCE
FINANCE AND OPERATIONS
MACHINE LEARNING
PRESENT BUSINESS PLANS
PYTHON AND DATA WRANGLING

APRIL 2019

100% of participants recommend this session to peers

IAE FRENCH STUDY TOUR
Advanced Autoparts Strategic Vision

MAY 2019

100% of participants recommend this session to a peer

SCRC PROCUREMENT LEADERSHIP

WE WORKED WITH
> US AIRFORCE
> AMERICAN RED CROSS

AVERAGE OVERALL EXPERIENCE RATING 4.57/5

JUNE 2019

AVERAGE APPLICABILITY RATING 4.37/5

WE WORKED WITH
> BIOGEN
> CREDIT SUISSE
> REDHAT

PROCUREMENT LEADERSHIP TRAINING
WOMEN IN TECH LEADERSHIP

44 PROGRAMS DELIVERED
19 CUSTOM PROGRAMS
3 OPEN PROGRAMS
72 PARTNER PROGRAMS

DATA SCIENCE
L&D PARTNERSHIPS
IMMERSIVE TEAM-BUILDING EXPERIENCES

Our Immersive Team Building Experiences combines a cooperative puzzle-based activity with inventories assessing leadership and collaboration skills. Teams must effectively reason, plan, adapt, communicate, and cooperate to be successful.

Executive Education coordinates team observations and debriefs. We deliver comprehensive evaluations covering a range of important teamwork competencies, including self-awareness, emotional intelligence, decision making, communication and influence skills, leadership, resilience, and, conflict management. And our flexible model allows us to tailor our evaluations to the competencies the client finds important.

Each individual, as well as the team as a whole, receives an assessment competencies at the end of the activity detailing the most positive aspects of their performance, as well as areas for improvement. Participants have the opportunity to discuss these findings with their peers and accessors following the activity. We’ve provided this experience for several partners, including MetLife and Joint Special Operations Command (JSOC).

“I think the addition of the capstone team assessment... was a smart way to culminate their onboarding work. We asked them to work in teams to solve many challenges and we were able to assess their ability to work together under time constraints.”

- Beth Ritter, Program Director

CASE STUDY

EXPERIENTIAL ACTIVITY

“HANDS-ON, EXPERIENTIAL LEARNING THAT’S ESSENTIAL FOR PROFESSIONAL GROWTH.”

- DIRECTOR DAN MCGURRIN
In 2015, almost 50% of employees stated their organizations were “analytically challenged”, lacking practical data science skills (Ransbotham and Kiron, 2016: “Beyond the Hype: The Hard Work Behind Analytic Success”). This data science skill-gap presents a great opportunity for companies like Infosys, an information technology and business consulting outsourcing company based in India.

In August 2018, Infosys opened their Innovation Hub in Raleigh and began to attract quality graduates from area universities. The company, wanting to address the data science skill-gap, partnered with NC State Executive Education to deliver a training series for top graduates to expand their capabilities in AI, machine learning, big data, and advanced analytics skills.

This innovative data science workforce training initiative kicked off in 2019. The six-week program followed an experiential framework, offering foundational data science skill training in statistics, data visualization, machine learning, and Python as well as practical analytic projects.

Over the next three years, NC State Executive Education plans to offer 150 Infosys employees from around the United States Level One Data Science capabilities, and the ability to lead data science roles at Infosys and improve data-driven decision making within their client organizations. Ravi Kumar, president of Infosys, commented on the program’s potential, saying “This multi-year collaboration will enable us to provide our employees with lifelong learning opportunities, help shrink the IT skills gap and provide our clients with fresh ideas that will keep them at the forefront of innovation.”
In supply chain management, it’s critical to collaborate with other internal departments, build strong supplier relationships, and adjust procurement strategies to increasingly digitized data collection and analysis methods. However, supply chain managers and procurement leaders face unique challenges fulfilling these roles, particularly push-back from other departments and organization leaders when proposing and implementing procurement changes.

Robert Handfield is the Executive Director of the Supply Chain Resource Cooperative at NC State (SCRC), an industry-university partnership advancing the supply chain industry and partner knowledge. This past May, in collaboration with Executive Education, Handfield and ProPar Consulting CEO Ian George led a pioneering effort to address these issues through the organization’s first Procurement Leadership Training Program.

Topics included developing critical soft skills for supplier negotiations, mapping stakeholder needs, utilizing AI in procurement, managing supplier relationships, and leading innovation in cooperation from suppliers. Seventeen participants from Altria, American Red Cross, Cheniere Energy, Smith & Nephew, and the US Airforce embraced the opportunity to network with supply chain executives across various industries and discuss common challenges. Throughout the three-day program, participants applied takeaways to new procurement projects and pitched their presentations to seasoned supply chain leaders. Michael Carmody from the US Air Force commented on the program, saying, “The value of the course was in the exchange of ideas between private and public organizations... and having the ability to participate in an innovative network of procurement professionals.”
NetApp, a developer of inventive data storage solutions, is a best practice innovation leader. Innovation leadership synthesizes different leadership styles in organizations to influence employees to produce creative ideas, products, services, and solutions. NetApp leverages an operational philosophy and process built on a culture of shared core values: trust and integrity, leadership, simplicity, adaptability, teamwork and synergy, go beyond, and get things done.

Since 2012, NetApp has partnered with NC State Executive Education to deliver a two module, four day project-based Business Growth and Innovation Consortium (BGIC) program centered around these core values. The first module focuses on understanding customer needs, internal innovation processes, and building a business case for funding. Participant teams work on specific projects linked to organizational initiatives and present business plans.

Utilizing these business plans, the second module teaches participants how to execute their plans through influencing others, managing change, and leading teams. NC State coaches and NetApp leaders work with these teams to develop and execute their plans.

NetApp welcomes new partners to the consortium to share best practices and to learn from each other how to develop effective innovation processes and leaders. In 2016, a team of participants from Ipreo joined the BGIC program, and Fidelity Labs has sent two teams of participants to consider new opportunities in the financial investment industry. After seven years, 250 NetApp leaders have graduated from the program.
ACHIEVEMENTS AND INFLUENCE
According to the North Carolina Technology Association, North Carolina leads the pack in the number of women involved in tech-based fields. One in three technology workers in North Carolina are women, a ratio that is higher than any other state. Moreover, companies who retain and promote female talent reap the rewards through increased innovation and improved financial performance.

However, many women who work in the technology sector face unique challenges which often include under-representation, discrimination, and ill-defined leadership paths. Because of these issues and more, women leave tech jobs at a much higher rate than men, even in North Carolina.

NC State Executive Education strived to address this issue through its first Women in Tech Leadership Program. Executive Education formed an advisory board of leading women in the technology sector from companies such as Blue Cross & Blue Shield, IBM, Credit Suisse, Ply Gem, and Red Hat. These leaders sought networking opportunities with other women, the ability to help themselves and others advance through sharing and learning from different perspectives, and a greater awareness of the impact of and solutions for issues of unconscious bias.

Through this week-long program, women working in technological fields build the personal and organizational leadership skills necessary to successfully navigate the challenges they face. Individual and group coaching, leadership challenges, discussions, personal assessments, and lectures cover topics such as influencing organizations, managing energy effectively, leading high-performing teams, and reducing gender bias.

In February of 2019, NC State Executive Education launched its new website, which embraced updated WordPress features and university branding. The launch included a new and improved data science webpage, a re-formatted news section, and the premier of our Short Sessions. We also ensured our faculty and program information was up to date. Content Development Specialist Adam Tompkins commented on the website’s improved functionality and design, stating, “The new website is more modern and professional in appearance, and provides a much better user-experience for our visitors, who should have a much easier time finding the information they’re looking for.”
This fiscal year, NC State Executive Education welcomed new team members Myra Moses, and Adam Tompkins.

Myra Moses got her start at NC State working as a Professional Writing Lecturer. She has taken on a variety of roles since, and now, as the Program Director for NCSEE, Moses works closely with our corporate and military partners and has played a crucial role in organizing our first ever Women in Tech program, which debuted in June.

Myra has worked with NC State University in various roles for several years. Previously, Myra has served as an Associate Director for a leadership center and a civic engagement center on campus. She has also taught professional communication courses for the College of Humanities and Social Sciences and professional communication and leadership courses for the Poole College of Management. She has experience teaching in online environments and has created a broad range of curriculum for formal academic and non-formal educational settings.

In 2013, Adam Tompkins graduated from NC State University with a bachelor’s degree in business administration. After working in several university systems, Adam now develops marketing communications and creative content for NCSEE, as well as the Supply Chain Resource Cooperative at NC State.

With Short Sessions from NC State Executive Education, our extensive group of subject matter experts share their insights and deliver experiential exercises with tangible outcomes on a variety of topics pertaining to personal and organizational leadership, innovation, data science, and various technical skills. From our “Design Thinking” and “Managing Change” sessions, to our experts in team communications and data analytics, these grab-and-go, 4-hour sessions provide the specific knowledge your team needs to meet its professional goals.
For L&D leaders, limited resources and the dynamic forces in today’s organizations have made it increasingly difficult to offer support for both strategic innovation and on-going leader development. For this reason, NC State Executive Education will be offering several new programs and services over the next year as part of our Exec Ed 2.0 initiative, specifically designed to support the needs of our L&D partners through the provision of expert partners who can fill existing gaps in their internal service models. The first five of these services will cover strategic support, early career development, coaching, structured credentialing of training programs, and the development of internal subject matter experts. In the coming months, we will announce the launch of these new offerings, made available exclusively to our L&D partners.

NEW TEAM MEMBERS

MEET ADAM TOMPKINS

Adam Tompkins is the Content Development Specialist within the Poole College of Management. Tompkins is responsible for content and marketing development strategy for NC State Executive Education and the Supply Chain Resource Cooperative at the Poole College of Management. Tompkins handles branding, social media, content development, promotional materials, and marketing campaigns, among other responsibilities.

MEET MYRA MOSES

Myra Moses is a Program Director with NC State Executive Education. She works with corporate and military clients to facilitate personal and professional leadership development courses. She delivers training that incorporates highly interactive approaches with critical reflection in order to provide a unique, individualized experience for all participants. Myra is also the National Associate Director for the Project Youth Extension Service (YES) program at NC State.

EXEC ED 2.0

WHAT OUR FUTURE HOLDS

For L&D leaders, limited resources and the dynamic forces in today’s organizations have made it increasingly difficult to offer support for both strategic innovation and on-going leader development. For this reason, NC State Executive Education will be offering several new programs and services over the next year as part of our Exec Ed 2.0 initiative, specifically designed to support the needs of our L&D partners through the provision of expert partners who can fill existing gaps in their internal service models. The first five of these services will cover strategic support, early career development, coaching, structured credentialing of training programs, and the development of internal subject matter experts. In the coming months, we will announce the launch of these new offerings, made available exclusively to our L&D partners.
EXPERIENTIAL ACTIVITIES TESTED AT EXECUTIVE EDUCATION

OUR INFLUENCE AT NC STATE

We do our best to leave a significant impact at the University-level. Beyond fostering strong regional partnerships with companies such as IBM, Infosys, Cisco, and Biogen, we’ve also contributed to the Poole College of Management’s branding through conference presentations, industry associates, and recruiting new companies to the university.

Learning innovations, including Motley Clue, Cipher Escape, and the Everest Simulation, are just a few experiential activities first used within Executive Education that have become popular within PCOM, other university departments, and outside of NC State. These unique experiential elements offer participants the opportunity to actively engage with session material. Our learning models and program modules have been adopted with much success by several organizations and programs, including the Supply Chain Resource Cooperative, Raleigh Residency, High-End Virtual Training, the Jenkins MBA program and the McLauchlan Leadership Series.
"With a network of leadership, expertise, and experience, combined with our company teams, we are working one-on-one with the college to implement a framework for managing disruptive innovation and advancing the talents of our future leaders."

- John Cox, Executive Vice President of PO&T at Biogen

**CIMS**

The Center for Innovation Management Studies (CIMS) is a global, virtual research center. It is the only industry/university cooperative research program, focused on how to manage innovation and is dedicated to fostering a collaborative environment among scholars, researchers, and business executives.

**ERM**

Business professionals are aware that expectations are growing rapidly to design and implement competitive, effective ERM systems to protect and enhance an entity’s value. The ERM Initiative was created to meet this growing need and is funded in part by a $1 million gift from the Bank of America Foundation.

**WE GIVE BACK**

**OUR CONTRIBUTIONS TO THE UNIVERSITY**

We are proud to be a part of the NC State community, which is why, year after year, we have spent over fifty percent of our revenues with the university. NCSEE almost exclusively contracts with NC State faculty members from across all departments to teach our courses. Programs and events are almost always held on campus and catered by Rave! Events Services.

We are also excited to continue building relationships between NC State and its corporate partners through sponsoring MBA, masters, and PhD candidates and practicum projects from our clients. We have also brought in guest speakers from several leading companies in the Raleigh-Durham area. These sponsorships, projects, and guest speakers also support our graduate programs.
CELEBRATING 10 YEARS OF EXCELLENCE
NC STATE
Executive Education

THINK AND DO

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Executive Education at NC State University Poole College of Management is contracted and delivered through the NC State Executive Education LLC, a non-profit (501)(c)(3) under the NC State University Foundation, Inc.

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