



CURRICULUM VITA 2015 - 2016

CONTACT INFORMATION

Dorothy Agger-Gupta, PhD
Program Director and Professor
School of Human and Organizational Development (HOD)
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EDUCATION

PhD 1989 School of Management, University of Massachusetts, Amherst, MA Thesis: "Front End Planning with Early Test Plan Scenarios: A Strategy to Improve Systems Development in Culturally Diverse, Technologically Complex Workplaces"
Comprehensive thesis: Individual Responsibility in Systems Development: Ethics, Technology, and Social Change
BA, School of Psychology, University of Massachusetts, Amherst, MA

ACADEMIC EXPERIENCE

Program Director & Professor, HOD, Fielding Graduate University (2013–present)
Professor, School of HOD, Fielding Graduate University (1993 - 2013)
Associate Dean, School of HOD, Fielding Graduate University (1999 – 2009)
Asst. Professor, Organization Studies, University of San Francisco (1992–1994)
Asst. Professor, Management, University of Massachusetts Boston (1989 – 1992)
Visiting Lecturer, Business & Computer Science, Hartford Graduate Center (1989)
Asst. Professor, College of Business, Westfield State College, MA (1988-1989)

PROFESSIONAL EXPERIENCE

Consultant and Co-Founder, ShareWorks Canada and the US
MIS Director, Franklin Hampshire County Mental Health Consortium, MA,
Senior Analyst, Project Manager, Digital Equipment Corporation, MA



Senior Analyst and Consultant, Management and Planning Systems, MA
Bilingual Systems Analyst, Milton Bradley, MA
Systems Developer & MIS Coordinator, Valley Health Plan HMO, MA

CURRENT RESEARCH AND WORKING PAPERS

Social Change and Women's Art

The World Café as Leadership Research & Engagement

Transformative Graduate Learning Across Borders, Cultures, and Generations in the Digital Age

CURRENT AFFILIATIONS

Academy of Management

Collaborative Action Research Network

European Academic Research and Learning Institute (EARLI)

EARLI SIG 9: Phenomenography and Variation Theory

International Leadership Association

Organization Development Network

SELECTED PUBLICATIONS and PRESENTATIONS

Agger-Gupta, D., & Agger-Gupta, N. (2014a, September). *Leadership, sinkholes, & planned change: Disciplinary knowledge & necessary conditions of scholar-practitioner graduate learning from the perspectives of phenomenography and variation theory*. Conference presentation presented at the Disciplinary knowledge and necessary conditions of learning: European Association for Research on Learning and Instruction (EARLI) SIG9 Phenomenography Conference, Regent's College, Oxford, UK. Retrieved from http://www.earli.org/conferences/Sig_Conferences/Sig_Conferences_in_2014

Agger-Gupta, D., & Agger-Gupta, N. (2014b, November). *Leadership, sinkholes, & planned change: Phenomenography to the unforeseen*. Conference presentation presented at the 16th Annual International Leadership Association Conference, Hilton Bayfront Hotel, San Diego, California. Retrieved from http://convention2.allacademic.com/one/ila/ila14/index.php?click_key=1&obf_var=3525544&PHPSESSID=58ii6ha02mhq8el6bn4lv837h1

Agger-Gupta, N., & Agger-Gupta, D. (2014, October). *The world cafe as co-generative action research method*. Conference Workshop presented at the 16th Annual International Leadership Association Conference, Hilton Bayfront Hotel, San Diego, California. Retrieved from http://convention2.allacademic.com/one/ila/ila14/index.php?click_key=1&obf_var=3525544&PHPSESSID=58ii6ha02mhq8el6bn4lv837h1

Agger-Gupta, N., Agger-Gupta, D., & Steier, F. (2013, November). *The use of world cafe in action research: Graduate studies at Royal Roads University, Canada, and Fielding Graduate University, USA*. Conference Workshop presented at the Collaborative Action Research Network (CARN) Annual Conference, Tromso, Norway. Retrieved from <http://www.esri.mmu.ac.uk/carnnew/conferences.p>



- Agger-Gupta, D., & Agger-Gupta, N. (2013a, November). *Phenomenographic action research: Improving practice through embracing variation*. Conference Workshop presented at the Collaborative Action Research Network Conference, Tromso, Norway. Retrieved from <http://www.esri.mmu.ac.uk/carnnew/conferences.php>
- Agger-Gupta, D., & Agger-Gupta, N. (2013b, November). *Leadership for innovation: Does collaboration need to be face to face?* Conference Workshop presented at the International Leadership Association (ILA) 15th Annual Conference, Montreal, Que. Retrieved from http://www.ila-net.org/Conferences/2013/2013_Montreal_program.pdf
- Agger-Gupta, N., & Agger-Gupta, D. (2013, October). *Phenomenographic action research (PhAR): Leading change by embracing variation*. Conference Workshop presented at the International Leadership Association (ILA) Annual Conference, Montreal, Que. Retrieved from http://www.ila-net.org/Conferences/2013/2013_Montreal_program.pdf
- Agger-Gupta, D., & Agger-Gupta, N. (2012b, October). *Embracing variation: A framework for leaders to bridge divides, workshop on phenomenography*. Workshop Presentation presented at the “Leadership Across the Great Divides: Bridging Cultures, Contexts, and Complexities,” International Leadership Association 2012 14th Annual Conference, Denver, Colorado, USA. Retrieved from <http://www.ila-net.org/Conferences/2012/ILA2012Program.pdf>
- Agger-Gupta, D., & Agger-Gupta, N. (2012c, October). *Elements of Collaborative Phenomenographic Action Research: University Health Network (UHN)*. Conference Workshop - Project Case Study presented at the “Leadership Across the Great Divides: Bridging Cultures, Contexts, and Complexities,” 14th Annual International Leadership Association 2012 Annual Conference, Denver, Colorado. Retrieved from <http://www.ila-net.org/Conferences/2012/ILA2012Program.pdf>
- Agger-Gupta, D., Agger-Gupta, N., & Richards, J. (2012, September). *Partnering with patients to understand and improve their healthcare experiences: a phenomenographic study of patient satisfaction at University Health Network in Toronto* (Research Report on pilot study at Toronto Western Hospital). Toronto, ON, Canada: University Health Network, Fielding Graduate University, and Royal Roads University. Retrieved from https://dl.dropboxusercontent.com/u/62359698/UHN_Pilot_Study_Report_Sept26_2012_w_cover.pdf
- Agger-Gupta, D., & Agger-Gupta, N. (2012a, August). *Collaborative phenomenographic action research with multi-disciplinary, multi-lingual teams: University Health Network (UHN) project case study*. Conference Workshop presented at the European Association for Research on Learning & Instruction (EARLI) Special Interest Group 9 on Phenomenography & Variation Theory Biennial Conference, Jönköping University, Jönköping, Sweden. Retrieved from <http://hj.se/hlk/en/business-and-society/the-earli-sig-9-conference.html>
- Agger-Gupta, N., & Agger-Gupta, D. (2011b, October). *Partnering with patients: Multilingual phenomenographic research on variation in patient satisfaction at UHN, Toronto, Ontario*. Conference Workshop presented at the Qualitative Health Research Conference 2011, Vancouver, B.C., Canada.
- Agger-Gupta, N., & Agger-Gupta, D. (2011a, March). *Embracing variation: Building frameworks for leaders to promote integrity in organizations through discernment, dialogue, and analysis of variation*. Conference Workshop presented at the Western Academy of Management 2011 Conference, Victoria, B.C., Canada.
- Agger-Gupta, D., & Agger-Gupta, N. (2011, October). *Participatory Evaluation of a Multi-Lingual Phenomenographic Health Care Research Project to improve in-patient satisfaction*. 2011 International Institute for Qualitative Methodology Conference, Vancouver, BC, Canada.



- Agger-Gupta, D. (2011, April). Evidence-Based Coaching: The Next Best Practices. Invited presentation for AmCham, The American Chamber of Commerce in Shanghai, China.
- Agger-Gupta, D. (2011, April). Research Methods and Design. HOD Cluster Meeting, Shanghai, China.
- Agger-Gupta, D., & Agger-Gupta, N. (2011, January). Embracing variation: Frameworks for leaders to promote integrity in organizations. Experiential Workshop at the Western Academy of Management 2011 Conference in Vancouver, BC.
- Agger-Gupta, D., Agger-Gupta, N., Bamrunpong, S., Foley, D., Gallegos, P., Glander, M., & Roche, L., (2010, December). Transformative graduate learning in globally distributed communities: Emerging competencies in ubiquitous times. International Ubiquitous Learning Conference, in Vancouver, BC, Canada. Retrieved from http://q10.cgpublisher.com/proposals/49/index_html
- Agger-Gupta, D., & Agger-Gupta, N. (2010). Phenomenographic Research in North America. Invited Presentation in the School of Education at the University of Gothenburg, Gothenburg, Sweden.
- Agger-Gupta, D. (2010). Uncertain frontiers: Exploring ethical dimensions of online learning. In K. E. Rudestam & J. Shoenholtz-Read (Eds.) *Handbook of Online Learning: Innovations in Higher Education and Corporate Training* (2nd ed.) (226-250). Thousand Oaks, CA: SAGE Publications.
- Agger-Gupta, D. (2009, March). Systems, Networks, and the Individual: Masks and Metaphors of theory and practice. Victoria, BC Canada,
- Agger-Gupta, D. (2008, April). Co-organizer of “Leadership for Health Care Change in Canada and the United States Through Public Dialogue” and co-developer of proceedings. Co-sponsored by the Institute for Social Innovation at Fielding Graduate University and the Centre for Health Leadership and Research at Royal Roads University. Victoria, BC, Canada.
- Agger-Gupta, (2007, December). “Learning and Development During Complex Organizational Change.” Invited presentation for The Canada School of Public Service, Ottawa, ON, Canada.
- Agger-Gupta, D. (2006, October). Co-organizer of “HOD International Cluster Intensive Workshop,” and co-developed proceedings. Co-sponsored by The School of Human and Organization Development at Fielding Graduate University. Guildford, Surrey, UK,
- Agger-Gupta, D. (2006). Reviewer for ECIS 2006, European Conference in Information Systems, "Is there a European Philosophy in IS Research?" track for philosophy and epistemology studies in IS research.
- Agger-Gupta, D. (2006). Track chair for EIS 2006, European Conference in Information Systems, Gothenburg, Sweden.
- Agger-Gupta, D. (2006, May). Co-organizer of a 4 day workshop on “Organization Dynamics Amid Frequent Change” co-sponsored by the School of Human and Organization at Fielding Graduate University and the United Nations



World Food Programme. Parco de Medici, Rome, Italy.

Agger-Gupta, D. & Agger-Gupta, N. (2004, July). "Effective engagement for change within communities: Appreciative inquiry and understanding the rules of the games we play." Invited presentation at the Community Development Society international conference, Cleveland, OH.

Agger-Gupta, D. (2004, May). "Poker, Mah Jong, and Computer Games: An initial exploration of the impact of our early games on our selves and our societies." Center for Computer Games Research, IT University of Copenhagen, Copenhagen, Denmark.

Agger-Gupta, D. (2004, May). "Phenomenographic Research." Invited presentation at the Department of Public Health and Caring Services, University of Uppsala, Uppsala, Sweden.

Agger-Gupta, D. (2004, January). "Games: Becoming social by learning the rules of engagement." Invited presentation at Royal Roads University, Victoria, BC, Canada.

Agger-Gupta, D. (2003, May). "Exploring the ethical dimensions of qualitative research in online environments. Paper and presentation at the 4th Interdisciplinary Conference: Advances in Qualitative Methods, International Institute of Qualitative Methods (IIQM) of the University of Alberta. Banff, AB, Canada.

Agger-Gupta, D. (2003). Connectivity technologies in online learning environments. . In DiStefano, A. Rudestam, K. E., and Silverman, R. (Eds) *Encyclopedia of Distributed Learning*. Thousand Oaks, CA: Sage Publications.

Agger-Gupta, D. (2003). Free speech in online learning environments. In A. DiStefano, K. E. Rudestam, & R. Silverman (Eds). *Encyclopedia of distributed learning*. Thousand Oaks, CA: Sage Publications.

Agger-Gupta, D. (2003). Asynchronous online communication. . In A. DiStefano, K. E. Rudestam, & R. Silverman (Eds). *Encyclopedia of distributed learning*. Thousand Oaks, CA: Sage Publications.

Agger-Gupta, D. (2002). Uncertain frontiers: Exploring ethical dimensions of online learning. In Rudestam, K.E. and J. Shoenholtz-Read (Eds.) *Handbook of Online Learning: Innovations in Higher Education and Corporate Training* (pp.125-148). Thousand Oaks, CA: SAGE Publications.

Agger-Gupta, D., Peters, I., & Singer, P. (2002). Achieving excellence in Human Resources: Best practices for learning and development. Research report prepared through a grant from Baxter Healthcare and presented to Baxter Healthcare, Chicago, IL.

Agger-Gupta, D. (2000). Designing collaborative research projects on working in virtual environments, Presented at Communities 2000 East, December 2000, New York City. Sponsored by American Express and the Bedex Corporation.



- Agger-Gupta, D., & Burton, Y. (2000). Virtual teams and leadership. Presented at Communities 2000 East, December 2000, New York City. Sponsored by American Express and the Bedex Corporation.
- Agger-Gupta, D., & Agger-Gupta, N. (2000) Website for California Healthcare Interpreters Association (CHIA), www.chia.ws.
- Agger-Gupta, D. (1999) Website for Walking Shield, Native American foundation, www.walkingshield.org.
- Eastman (Agger-Gupta), D. (1998). Successful management and relevant social research in virtual, global, and technologically complex organizations: Perspectives from the Fielding Institute. Organizer and Track Chair for 5 sessions at the INFORMS Conference, October 1998, Seattle WA.
- Eastman (Agger-Gupta), D. (1998). Networking organizations as complex adaptive systems (CAS). INFORMS Conference, October 1998, Seattle WA.
- Agger-Gupta, N., Eastman (Agger-Gupta), D., & Mallach, E. (1998). Transition management in NetWorking (Mode3) organizations. Montreal INFORMS, April 1998, Montreal, QC, Canada.
- Agger-Gupta, N., & (Agger-Gupta) Eastman, D. (1998). Benchmarking online collaboration. Montreal INFORMS, April 1998, Montreal, QC, Canada.
- Mallach, E. & (Agger-Gupta) Eastman, D. (1998). Four modes of organizational network usage: An information management framework for organizational assessment and choice management. Proceedings of the International IRMA (Information Resources Management Association) Conference in Boston, MA, May 1998, pp. 249-256.
- Eastman (Agger-Gupta), D. (1997) The regenerated organization: The impact of intranets and extranets on organizational change. Invited presentation at the University of Massachusetts Lowell, College of Management, Lowell MA, February 1997.
- Eastman (Agger-Gupta), D. (1996, June) Building the Alberta Diversity Network. Co-developer of conference for representatives of 7 regions of Alberta, Nisku, AB, Canada.
- Eastman (Agger-Gupta), D., Agger-Gupta, N., & Mallach, E. (1996, June). Information quality: Finding strategic direction, order & values in turbulent times. Social and Organizational Issues of Information Quality Conference. Calgary, AB, Canada.
- Mallach, E. and D. (Agger-Gupta) Eastman (1995, August) Building new leaders in equity-based Telecommunity initiatives: reshaping the client-consultant relationship. Telecommunities '95, Equity on the Internet. University of Victoria, Victoria, BC Canada.



- Eastman (Agger-Gupta), D., Gebhardt, L. & Agger-Gupta, N. (1995, November). Telecommunities: Social, economic and educational research. Chair of Track. Conference Telecommunications & Information Markets, U. Rhode Island.
- Eastman (Agger-Gupta), D. (Ed.) (1995, November). Telecommunities: Research, practice, and an unfettered glimpse forward. COTIM95 Conference Proceedings.
- Eastman (Agger-Gupta), D. (1993). Teamwork, technology, trains and turbulence: Applying chaos principles to an international exploration of innovation in Urban Transit. Proceedings of Chaos Network Conference.
- Eastman (Agger-Gupta), D., & Knipes, B. (1992) Globalization, women's vision: Today and tomorrow. *Incite Journal*. 1, p. 85-89.
- Eastman (Agger-Gupta), D. (1992). Managing technological change in urban mass transit operations: Birth pangs of the emerging workplace cultures in the United States and Europe. Research report from a grant by the University of Massachusetts Boston and the American Public Transit Association.
- Eastman (Agger-Gupta), D. (1992, November). Strategies used in subway/metro projects to salvage success from project chaos. Session chair, TIMS/ORSA national conference, San Francisco, CA.
- Eastman (Agger-Gupta), D. (1991, November). Improving project management through a multi-faceted approach. Session Chair, TIMS/ORSA National Conference, Anaheim, CA.
- Eastman (Agger-Gupta), D. (1991, February) Teamwork, technology and subways: Perspectives, problems, solutions of people who build, manage, and operate transit systems in the United States and Europe. AAAS (American Association for the Advancement of Science) National Conference, Washington, DC.
- Eastman (Agger-Gupta), D. (1991). Improving cross-cultural communication during complex information systems development. *Journal of Management Systems*. Vol. 3., No. 1, 1991, pp. 19-30.
- Eastman (Agger-Gupta), D. (1990). Using operational test plan scenarios to promote innovative collaboration. *Proceedings of 1990 Conference on Human-Computer Interaction*, Elsevier Science Publishing.
- Eastman (Agger-Gupta), D. (1990). Race, gender & control in corporate information systems. Trotter Institute, University of Massachusetts, Boston.
- Eastman (Agger-Gupta), D. (1990). Viewing management education through an enabler metaphor: Achieving excellence with student collaboration, innovation, and renewed effort. Eastern Academy of Management Conference, Buffalo, NY,
- Eastman (Agger-Gupta), D. (1990). Rapid requirements generation using facilitated meetings. GB/SIGSOFT & IEEE/CS, Boston, MA.



Eastman (Agger-Gupta), D. (1990). Fostering creativity and excellence among minority undergraduate students through peer collaboration while using the enabler approach to education. American Association for the Advancement of Science (AAAS) National Conference, New Orleans, LA.