

Nicola (Nikki) Graves, Ph.D.

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TEACHING, RESEARCH, AND CONSULTING INTERESTS

My interests include creating experiential learning opportunities, mentoring vulnerable student populations, professional identity construction through writing and speaking, using storytelling techniques to discover values and strengths, the correlation of emotional intelligence and best leadership practices, the commonalities between emotional intelligence and ancient contemplative practices, teaching mindfulness and yoga, and social justice issues.

PROFESSIONAL EXPERIENCE

Goizueta Business School, Emory University, Atlanta, Georgia

Associate Professor in the Practice of Organization and Management, 2003-present

- Teach a core Organization and Management class, “Professional Communication Strategy” (BUS 365) in the BBA Program. Classes emphasize self-awareness, teamwork, spoken, written, and non-verbal communication, and the relationship between communication and business performance, 2003-present.
- Coordinate capstone case competitions between BUS 365 students and corporate clients such as Florida’s Natural, PwC, Urban Tree Cidery, Accenture, Newell Rubbermaid, Coca-Cola, Deloitte, EY, Merkley+Partners, UPS, and Amazon, 2003-present.
- Hire, train, and manage facilitators to manage student teams for BUS 365.
- Awarded a \$1,300 grant by the Center for Faculty Development and Excellence for BUS 365 students to collaborate with The 3Keys Atlanta.
- Awarded a \$1,300 grant by the Center for Faculty Development and Excellence for BUS 365 students to collaborate with Concrete Jungle.
- Awarded a \$1,500 grant by the Center for Faculty Development and Excellence for BUS 365 students to collaborate with Cure Violence Atlanta in the spring of 2025. The grant was awarded in the fall of 2024.
- Awarded a \$1,500 grant by the Center for Faculty Development and Excellence for BUS 365 students to collaborate with Common Good Atlanta, fall 2024.
- Awarded a \$1,500 grant to collaborate with Anchored Productions, an Atlanta-based company co-created by a Goizueta alumna, spring 2024.
- Awarded a \$1,500 grant to collaborate with Carolina Driving School, fall 2023.
- Awarded a \$1,500 grant to collaborate with Second Life Thrift Store, which awards grants for animal welfare, spring 2023.
- Awarded a \$1,500 grant by the Center for Faculty Development and Excellence for BUS 365 students to collaborate on a mid-term project with the Latino American Association, spring 2022.
- Co-taught an interdisciplinary Sidecar class titled “Understanding Social Justice through Art”, fall 2021.
- Co-taught an interdisciplinary Sidecar class titled “Coffee from the Grounds Up,” spring 2022.
- Developed and delivered an “Emotional Intelligence” seminar for the K2L program, housed in the NIH-funded *Georgia Clinical & Translational Science Alliance* between Emory, Georgia Tech, Georgia State, and Morehouse, fall 2021.

- Co-taught an interdisciplinary Sidecar class titled “Corporate Commitment or Woke-Washing?” fall 2021.
- Developed and delivered a BBA Senior Seminar titled “Good Trouble: Becoming Allies and Accomplices for Social Justice and Change” in the fall 2020 semester.
- Delivered an Executive Education webinar, “The Subtle (and Sometimes Blatantly Obvious) Art of Persuasion,” January 2020. This webinar attracted 845 registrants, which was a new record.
- Awarded the inaugural 2019 Goizueta Leadership Foundation Award for Mentorship in the BBA program by Willi Freire. BBA class of 2019.
- Taught multiple sections of two undergraduate advanced-level courses: “Corporate Communication” and “Advanced Business Communication.” Courses emphasized experiential learning, internal and external communication, integrated marketing communication, intra/interpersonal communication, and communication as corporate strategy, as well as advanced writing, speaking, and nonverbal communication skills.
- Awarded a \$3,000 grant by the Office of University Community Partnerships to teach an advanced-level experiential communications-consulting course, 2009. *The Emory Report* featured this class in the article [“Projects that Matter, Sierra, Center.”](#)
- **Director, Business Writing Center (BWC)**, spring 2010-fall 2018
- Mentored the incoming Center Director, fall 2018
- Trained the Writing Center Coaches, fall 2018
- Collaborated with faculty members across programs to integrate and evaluate writing assignments.
- Recruited, trained, and supervised staff of writing professional, graduate, and undergraduate-level writing consultants and program managers.
- Supervised editing of faculty manuscripts.
- Created infrastructure for the Center, including a Policy and Procedure Manual, writing consultant training materials, client data tracking system, client and writing consultant evaluations, and writing resources. Data for the growth and use of the BWC is available upon request.

Senior Birkman Method® Executive Coach, 2006-present

- Use the Birkman Method® to provide executive coaching on team building, emotional intelligence, leadership development, career management, and conflict resolution in Emory’s Executive Education Programs and to external clients.
- Completed Birkman Method® Advanced Certification in August, 2010.
- Completed Birkman Method® Level I Certification in December, 2008.

Founder and Director, Goizueta Presentation Coaching Program (GPCP), fall 2003-spring 2010

- Created the GPCP to provide presentation development and coaching to the BBA and MBA students.
- Hired a staff member to manage the MBA portion of the program in 2008.
- Recruited, train, and manage 15-18 undergraduate and Ph.D. coaches to staff the GPCP per semester.

Taught Winning Teams for BUS 365 Case Competitions

- **Cox Communications**, fall 2025
- **Amazon**, spring 2025
- **UPS**, fall 2024

- **SoFree**, spring 2024
- **PwC**, spring 2023
- **Mercedes**, spring 2022-teams won first and second place
- **Vinyl Records**, fall 2022
- **Accenture**, spring 2021

SELECTED EMORY UNIVERSITY NON-DEGREE TEACHING

KL2 Scholar's Program

- Taught "Professional Communication," fall 2025
- Taught "Influence without Authority," spring 2025
- Taught "Emotional Intelligence" seminar, fall 2024
- Taught "Emotional Intelligence" seminar, spring 2020

Emory University Medical School, fall 2019

- Taught conflict resolution to Ph.D. candidates in various medical and public health fields

Community Building and Social Change Program, fall 2014 – present

Visiting Instructor

- Teach project mapping, emotional intelligence, team psychology, and presentation skills to Fellows.

Faculty Advisory Committee, Community Building and Social Change Program (CBSC), 2023-present.

- Collaborate to provide governance for the CBSC, including selection of class and fellowship participants, guidance in our project selection, and review social impact.

Emory/GA TECH Broadening Experiences in Scientific Training (BEST) Program

- Taught "Communication Strategy" course for participants, fall, 2014.
- Conducted retreat for Birkman® training, fall 2014.

University Technology Services

- Taught "Leading and Communicating with Emotional Intelligence" in a Leadership Development Program for Emory's University Technical Services Department, fall 2013.
- Designed and delivered a four-week course, "Writing to Achieve Results" for high-performing managers of Emory's University Technical Services Department, summer, 2013.

SELECTED GOIZUETA AND EMORY UNIVERSITY SERVICE

- Led a networking workshop for Goizueta Ph.D. students on 2/27/25.
- Interviewed by and quoted in a [The New York Times article](#).

Member of the University Quality Enhancement Program (QEP), spring and summer of 2024.

- Represent Goizueta on a University committee to assess institutional quality and effectiveness in student learning and to implement strategies for improving student learning and quality of education.
- Served on the Experiential Learning Sub-Committee.
- Surveyed Goizueta Faculty Members about course incorporation of experiential learning.

- Edited the QEP report draft.

Faculty Advisor, 180 Degree Consulting, fall 2020-present

Supervise service-oriented consulting club.

University Senate Campus Life, fall 2020-present

- Collaborate with committee to share information about and to build campus community.

Emory Mariposa Scholars, Executive Steering Committee and Program Mentor, and Co-Director, 2018-2025

- Served as a faculty mentor in the above capacities for undocumented students.
- Trained faculty members to serve as mentors.
- Collaborated with steering committee members to create a sustainable and enriching program.

Emory Community Learning Partnership, fall 2018

- Collaborated with a small team of faculty members, students, staff members, and South DeKalb community leaders to create sustainable educational partnerships.
- Awarded a university grant to start a movement and mindfulness program for the Atlanta Boys and Girl's Club.

Ethically EnGaged Leaders Program, spring 2017-spring 2020

- Selected by the Office of University and Community Partnerships to serve as a mentor for high-performing students

Goizueta Consulting Club Case Competition, spring 2016

- Served as a case competition judge sponsored by Deloitte

Emory Athletics Program, spring 2015

- Taught professional development and job search training workshop

Board of Directors, *BBA Beat Magazine*, spring 2013 – 2015

- Recruited and advise undergraduate writers and editors on the publication of the magazine.
- Edited final drafts before publication.

The President's Commission on the Status of Women, 2008-2010

- Served as member and President Elect

INTERNATIONAL TEACHING EXPERIENCE

Innovation Hub's Gauteng Accelerator Program, July 2019

- Taught entrepreneurial pitching and communication skills
- Coached participants of the Innovation Hub's pitches for a Business Plan Case Competition, fall 2020.

Pontificia Universidad Católica de Chile, Santiago, Chile, August 3-6, 2011 and August 22-25, 2012

- Taught "Leading and Communicating with Emotional Intelligence."

Mexico City and UT at Austin's Executive Education Program Mexico City, January 28-29, February 25-

26, and April 1-2, 2011.

- Taught “Organizational and Strategic Communication.”

GRADUATE SCHOOL EMPLOYMENT

Office of Student Academic Affairs, Emory University, Atlanta, Georgia

Scholarship/Fellowship Advisor, August 2002-August 2003

- Coached students to compete for national and international scholarships such as the Rhodes, Fulbright, Luce, and Churchill.
- Trained students in persuasive writing and presentation skills as well as competitive interviewing.

ACADEMIC INSTRUCTORSHIPS

Adjunct Instructor/Graduate Teaching Assistant/Graduate Teaching Instructor

- Agnes Scott College, English Department, 2001-2002.
- Emory University, Women’s Studies Department, 1999-2000.
- Auburn University, English Department, 1993-1995.

SELECTED CORPORATE COMMUNICATIONS CONSULTING

- Created and deliver a customized professional training program that included yoga, mindfulness, project planning, public speaking, and anxiety reduction, for high-performing junior employees, 2016-present.
- Provided quarterly training classes in time management, crucial conversations, emotional intelligence, and related topics to Wencor Group. Classes were conducted and recorded in corporate headquarters and distributed to offices in Amsterdam, Netherlands, Singapore, and Mexico, 2016-2018.
- Facilitated courses on Performance Communication, Professional Identity, and Professional Communication for Mail Chimp’s internal talent development program, Mail Chimp University, 2014 – 2015.
- Designed and delivered organizational communication strategy and writing instruction to the C-level executives of Cortland Partners, an Atlanta-based real estate investment firm, summer and fall, 2013.
- Facilitated and taught emotional intelligence at “The City Retreat: Regaining Your Missing Peace” at the Atlanta Shambhala Meditation Center, January 26, 2013.
- Provided emotional intelligence training to Accenture’s Financial Leadership Development Program, Atlanta and Chicago offices, June and November 2011.
- Co-taught “Strategic Thinking for Business and Individual Success” for Coca Cola Women’s Linc Conference, August 30th, 2011.
- Taught a seminar on professional writing for the Georgia Chapter of Meeting Professionals International (GAMPI), January 2010.
- Coached executive teams from BBA Aviation on presentation skills, November 2009.
- Trained 30 consultants from Boston Consulting Group in gender-related communication issues, January 2008.
- Developed and recorded a webcast presentation on communicating corporate sustainability for Previsa, January, 2008.

- Led a workshop on interviewing and resume-writing skills to 165 members of the American Association of Occupational Nurses, August, 2007.
- Led a two-day intensive writing seminar for 40 Newell Rubbermaid employees, August, 2005.

SELECTED PUBLICATIONS

- Graves, Nikki. Happiness, not Convenience, is what Employees Want from their Perks. (2016). *Human Resource Journal*. <http://www.humanresourcesonline.net/happiness-convenience-employees-want-perks/>
- Sacks, Michael, and Graves, Nikki. How many 'friends' do you need? Teaching Students How to Network Using Social Media. (2012). *Business Communication Quarterly*, 75, 89 - 97.
- Graves, Nikki, and Molly Epstein. (2011). "E-portfolio: A tool for constructing narrative identity." *Business Communication Quarterly*, 74, 342-346.
- Graves, Nikki. "No Space for Bullies in Recession." (2010). *The Human Factor*. The Indian Institute for Planning and Management.
- Graves, Nikki. "Why Men and Women React Differently." (2008). *The Human Factor*. The Indian Institute for Planning and Management.
- Graves, Nikki. 'Injury for Injury' or 'The Lady's Revenge': Female Vengeance in Eliza Haywood's *The Female Spectator*. (2006). *The Fair Philosopher: Eliza Haywood And the Female Spectator*. Wright and Newman (Eds). Philadelphia: Bucknell University Press.
- Graves, Nikki. The Corporate Web Site as an Image Restoration Tool: The Case of Coca-Cola. (2004). *Proceedings for Association of Business Communication*, Cambridge, Massachusetts.

SELECTED PROFESSIONAL PRESENTATIONS

- "From the Streets to the Classroom: Partnering with Cure Violence Atlanta," Management Communication Association, Wharton Business School, University of Pennsylvania, 2025.
- "The Aesthetics of Gen Z." Management Communication Association, New York University, May 2023
- "Creating Case Competitions at Goizueta." Management Communication Association, New York University, 2023
- "Using Music to Explore Zeitgeist, Communication Strategy, and Persuasion." Management Communication Association," Vanderbilt University, May 2019.
- "Interest and Revenge: Amorous Fiction and Speculative Commerce in Eighteenth-Century England." Modern Language Association, Chicago IL, 2019.
- "Management Communication in the Age of Narcissism." Association for Business Communication, Albuquerque NM, 2016.
- "The Communication of Happiness." Association for Business Communication, Seattle WA, October 2015.
- "Integrative Leadership: Communicating from Within." Association for Business Communication, Philadelphia PA, October 24, 2014.
- "The Promise and Perils of MBA Mentorship." Management Communication Association, Williamsburg VA, May 8, 2014.
- "Exploring Inner Space: the Ancient Roots of Emotional Intelligence." Management Communication Association, Chicago IL, May 10, 2013.
- "Reworking the Communication Classroom" panel discussion. Management Communication Association, Chicago IL, May 10, 2013.

- “Balancing Learning, Anxiety, and Creativity.” Management Communication Association, Atlanta, GA, May 25, 2012.
- “Tell Me a Story about Your Future Career.” Association for Business Communication, Montreal, Canada, October 21, 2011.
- “Emotional Contagion and Collective Affect in the Classroom.” Association for Business Communication, Montreal, Canada, October 20, 2011.
- “Women, Communication and the Wage Gap.” Association for Business Communication, Washington, DC, October 11, 2007.
- “Know Thyself: Discovering Marketable Strengths through Storytelling.” Association of Business Communication, San Antonio, October 29, 2006.
- “The Current Status of Women in Business.” Lecture for “Women in Business Seminar,” Goizueta Business School, spring semesters 2004 and 2005.
- “Clear and Concise Writing.” Goizueta Staff Lecture, November 18, 2005.
- “Issues of Accessibility: Teaching Business Communication Online.” Association of Business Communication, Irvine, California, October 21, 2005.
- “The Corporate Website as an Image Restoration Tool: The Case of Coca-Cola.” Association of Business Communication, Cambridge, Massachusetts, October 30, 2004.
- “Giving Feedback.” L.E.A.D. Atlanta Program Seminar, October 13, 2003.

PROFESSIONAL ASSOCIATION MEMBERSHIPS

- International Association of Business Communicators
- Management Communication Association
- Association for Business Communicators

EDUCATION

Emory University, Institute for Women’s Studies, Atlanta, GA

- Ph.D. English Literature/Women’s Studies, spring 2003
- M.A. English Literature/Women’s Studies, fall 1999

Auburn University, English Department, Auburn, AL

- M.A. English, spring 1995
- B.A. English, fall 1992