W. Jordan Wagner

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Education

Ph.D. Student
Ohio University
Major: Communication Studies - Relating and Organization Track – Instructional Communication
Focused research on adult learning principles, theory, and the benefits of instructor humor in pedagogy
2017-2020

Master of Arts in Communication Studies
Major: Organizational and Leadership Communication
Focused on instructional communication and organizational training
Texas State University - San Marcos, TX
Graduated 2013

Bachelor of Arts in Public Relations
Minor: Interpersonal Communication
Indiana University – South Bend, IN
Graduated 2011

Professional Experience

W. J. Wagner Consulting Services – Owner August 2015 - Present

- Focused employee motivation and buy-in strategies through adult learning expertise
- Customized courses on leadership strategy and communication theory
- Specialized 6s and Operational excellence guidance and training
- Communication auditing and streamlined customer interface
- Coaching on succession planning, employee development, talent management, difficult conversations
- Training on: Social styles, conflict resolution, interviewing, supervisor training, and more.

Lecturer

- Texas State University – McCoy College of Business, Business Communication – August, 2020 - Current
- University of Houston – Downtown, Introduction to Speech Communication – July, 2013 - Dec. 2014
- Lone Star College – Montgomery, Business & Professional Communication – July, 2013 - Dec. 2013
  - Design, deliver and assess the effectiveness of lectures and communication laboratories
- Texas State University - Instructor of Fundamentals of Human Communication – August, 2011 - May, 2013
  - Manage, foster, record, and report progress of up to 90 students per semester
  - Public Speaking consultant for the Communication Lab – August, 2011- May, 2013

Ohio University Communication Studies Department - Associate Basic Course Director, May 2019 - December 2019

- Co-facilitated & contributed to the design of "Teacher Training Academy"
  - A two-week intensive pedagogical training for first year PhD students
- Collected qualitative & quantitative data on 15 instructors' pedagogical experiences from a participant perspective and provided them constructive criticism & advice
- Mentored & guided 12 first year Ph.D. students through their first semester
  - Emailed weekly encouragement, calendar and course updates/ reminders

- Observed and assessed first year in-class instruction
    - Provided feedback in one-on-one sessions
- Member of the task force designated to source and implement new teaching materials for the introductory courses.

Ohio University Communication Studies Department - Communication Resource Center Manager, October 2017 - May 2018

- Managed and staffed the center with 12 peer leaders
    - The team provided coaching for over 700 clients in ten months
- Succession planned for long-term leadership success
- Implemented a "train the trainer" seminar for Peer Leaders on speech coaching and drafting of speeches
- Implemented a document and data management system
- LEANed out participant attendance records and delivery through LEAN mfg. principles
- Scheduled all team members
- Co-Managed all social media accounts

alliantgroup, LP – Learning and Development Specialist March 2016 - July 2017

- Creator of the Practical Training Matrix (PTM) which expedites mentorship and learning for Implementation
- Creator of three separate assessment measures for Implementation
- Creator of Accounts Receivable: Client Focused Collection – An Introduction to Soft Skills
- Co-creator of Seasonal Effective Training (SET); bundled refresher training for tax law and technical skills
- Co-creator of Handling Advanced Legal Objection (HALO) training
- Implemented a document and data control program for all of Learning and Development
- Initiated and championed the implementation of the first Learning Management System (LMS) in company history
- Audited and mentored trainers in positive teacher behavior and trainer effectiveness
- Surveyed and assessed new hire satisfaction with their Learning and Development experience
- Panel participant for promotion consideration of all associates at alliantgroup, LP
- Weekly meetings with mentors and new hires to assist in effective mentorship and team cohesiveness
- Sole specialist serving over 350 employees

National Oilwell Varco (NOV) – Corporate HR, Employee Development Specialist, January 2015 - August 2015

- Facilitation and design of customized training and coaching plans for senior level management employees
- Special project development, proposal and implementation
- Facilitation of training courses for the Corporate HR Learning Team and across the entire segment level
- Worked inside of our LMS system and used Captivate and Articulate Storyline daily

National Oilwell Varco (NOV) – Quality Tubing, Training and Development Specialist, July 2013 - December 2014

- Co-creator of Quality Tubing's Career Projection Model
- Co-creator of the Quality Tubing Learning Matrix which was based off SOP's and required trainings
- Complete curriculum refresh resulting in more efficient, topical and trainee centered learning
- Assisted in successfully acquiring an ISO 9000 certification
- New hire training facilitator. Over 250 new hires trained
- Created specialized training by-request
- Individual career coaching of both veteran and newly hired employees
- Overhead crane, specialized lift and forklift trainer

- Audited and drafted job descriptions for ISO 9000 certification process

Communication Lab Assistant August 2012 - May 2013

- Critiqued and provided feedback for over 100 presentations on delivery and drafting of presentations
- Facilitated discussion of diversity and inclusion issues on and around campus
- Managed video and recording equipment for speech recording and review

Delivered Training and Presentations

- "Recruit and Retain: Trucking Edition" Invited Podcast Speaker – September, 2021
- "Communication for Recruiting and Retention" – Truckload Carriers Association – 3-Part series: Leadership Communication; Recruiting Communication Value and Need; Invest in Your Investment. Virtual - June, 2021
- "Wicked vs. Kind Learning Environments" – Staymetrics – Virtual – February, 2021
- Intellectual Humility Training – Staymetrics – Virtual – February, 2021
- "Interpersonal Investment: Having a People-First Portfolio" – Staymetrics – Virtual – December, 2020
- "Engaged Listening and Purposeful Responding" – Truckload Carriers Association – Virtual – November, 2020
- "Nonverbal Communication: We Are Always Communicating" – Truckload Carriers Association – Virtual - October, 2020
- Conflict Resolution Training – Staymetrics – Virtual – September, 2020
- Listening Skills Training – Staymetrics – Virtual – August, 2020
- Nonverbal Communication Training – Staymetrics – Virtual – June, 2020
- Wagner, W. J. (2018) "*Stuff Students Do Stuff Professors Do"* GIFTS Presentation at the annual NCA conference in Salt Lake City, UT.
- Wagner, W. J. (2018) "*Line by Line Learning"* Presentation at the annual NCA conference in Salt Lake City, UT.
- Wagner, W. J. (2018) "*Instructional Humor and Student Participation"* Presentation at the Communication in the Americas III: Communication in Times of Change of Change and Challenge annual symposium in Athens, OH.
- Motivated Mentoring: Cultivating Strong Foundations from Day One - Steel and Storage Processors of Houston, TX - June, 2018
- Principles of Effective Leadership and Teamwork – National Society of Leadership and Success - Ohio University - November, 2018
- Presentational Skills Workshop - Presented tips for managing public speaking anxiety at a public speaking training for the Multicultural Cultural Student Ambassadors - Ohio University, January 2018
- Guest Lecturer on "Topic Selection" - COMS 1030 - Ohio University -November, 2017
- Fundamentals of Effective Leadership - Steel and Storage Processors of Houston, TX, July, 2017
- People Oriented Social Styles - National Oilwell Varco - Multiple Presentations - 2015
- Guest trainer on the 5S Process & LEAN - National Oilwell Varco, Montrose, Scotland facility - May, 2014
- "The Road to Landing a Job in the Real World" for COMM Week - Texas State University - March, 2014
- Trainer on "The Five Most Effective Leadership Practices" - National Oilwell Varco - October, 2013
- "Connecting Students to the Field of Training and Development" - Panelist at the 2013 National Communication Association (NCA) Conference, Washington D.C. - Training and Development Division
- "Creating COMMunity" - 2012 NCA conference, Orlando, FL
- "Assertive Communication" training for new managers at Texas State University - October, 2013
- Presented in the "Instructional Division" of the New Voices, New Perspectives Conference - University of North Texas, Denton, TX - February, 2013
- "Delivery" - Guest communication lecturer at Indiana University - South Bend - March, 2011

Instruction Experiences

During my time as an instructor, I have critiqued over 3500 speeches and outlines to improve delivery, diction, dynamism, cadence, clarity, pitch, persuasiveness, and verbal and nonverbal immediacy.

- Business Communication and Professional Deveopment
- Business Communication
- Instructional Training & Development in Communication
- Principles and Techniques of Interviewing
- Techniques of Group Discussion
- Communication Among Cultures
- Fundamentals of Public Speaking

Awards

- **National Communication Association – Training and Development Division – Outstanding Service Award**
  - 2023
- **National Communication Association – Training and Development Division - Top Panel Participant**
  - 2021
  - 2022
- **Ohio University Cutler Scholar Outstanding Mentor** - The Cutler Scholarship Program is an elite group of students and Ohio University's premier merit scholarship program. This honor is offered by student recommendation.
  - 2020
- **Graduate Student Leadership Award -** Voted on by the Ohio University COMS Graduate Student Population
  - 2019
- **Excellence in Service to Students Award** - National Society of Leadership and Success - Ohio University
  - 2018
- **Communication Student of the Year Award -** Indiana University - South Bend
  - 2011

Continued Education

- Coach Lab - National Oilwell Varco - Corporate Learning team
- Managing for Performance – National Oilwell Varco - Corporate Learning Team
- Supervisor 101 - National Oilwell Varco - Corporate Learning Team
- Negotiating for Results - National Oilwell Varco - Quality Tubing

Certifications

- Certificate in Corporate Communication and Training - *Texas State University*
- Certificate of International Studies - *Indiana University - South Bend*

Professional Memberships

National Communication Association (NCA), Member, 2012 – 2014, 2017 - 2023
NCA is the world's largest communication association consisting of over 5,000 members

- Training and Development Division, 2012-2014, 2018-2023
  - Co-Chair 2021-2022
  - Co-Vice Chair 2020-2021
  - Co-Secretary 2019-2020

    - Student Representative 2012 - 2014
- National Communication Association Instructional Development Division, 2018-Present
    - Nominating Committee Member, 2018-2019
- National Communication Association Basic Course Division, 2018-Present
    - Division Secretary, 2018-Present

Ohio University Graduate Coalition

- President, 2018-2019
- First Year Student Representative, 2017-2018

NOV Coaching Cadre, Member - 2015

- An exclusive think tank of high-level development employees from C suite executives to middle management

Cesar Chavez High School Advisory Board, Member - 2015

- Monitor and advise student activities related to speaking and presenting in a professional environment