

KEVIN S. THOMPSON

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EDUCATION

Ph.D. Adult Learning – Adult Education, University of Connecticut, May 2013

M.S. Management – Corporate Planning and Marketing, Rensselaer Polytechnic Institute, August 1986

B.S. Administrative Science – Business Management, Central Connecticut State University, December 1981

RESEARCH

My primary research interests are associated with millennial generation students and employees from an adult learning perspective. Specifically, my work is focused on learning supports organizations can provide to enhance learning and associated performance outcomes for the latest generation of students and workforce employees. My research efforts have led to a three-step learning process that facilitates millennial learner knowledge transfer and includes performance support recommendations intended to accelerate new knowledge acquisition. Due to the close linkage between learning and performance, the results of my research also enhance management and leadership practice for millennials.

ACADEMIC EXPERIENCE

Full-Time Faculty – Management Department, University of Connecticut

Adjunct Faculty – Organizational Behavior, Goodwin College

Adjunct Faculty – Organizational Behavior, Manchester Connecticut Community College

Reading Specialist Consultant – University of Connecticut

Certified Instructor – *Zodiak Finance for Non-Financial Professionals*, Paradigm Learning

Graduate Assistant – University of Connecticut

Manuscript Reviewer – *Academy of Human Resources Development*

Peer Reviewer – Neag School of Education, University of Connecticut

SCHOLARSHIP

Published Work:

1. Thompson, K. S., & Noble, D. (2017). Enhancing adaptivity and resilience through team member change. *Management Teaching Review*, 2(4), 325-332. doi:10.1177/2379298117732113
2. Thompson, K. S. (2017). Training's Impact on Time-to-Proficiency for New Bankers in a Financial Services Organization. In S. Frasad, & F. Prasuhn (Eds.), *Training Initiatives and Strategies for the Modern Workforce* (pp. 169-185). Hershey, PA: IGI Global. doi:10.4018/978-1-5225-1808-2.ch009
3. Thompson, K. S. (2016). Organizational Learning Support Preferences of Millennials. *New Horizons in Adult Education and Human Resource Development*, 28: 15–27. doi:10.1002/nha3.20158
4. Thompson, K. S. (2016). "Synergetic Learning Model: The Sum is Greater," Adult Education Research Conference. <http://newprairiepress.org/aerc/2016/roundtables/16>

5. Thompson, K. S. (2013), "Organizational Learning Support Preferences Of Millennials: An Interpretive Study". Doctoral Dissertations. 102.

Presentations:

1. Conference Oral Presentation – Synergetic Learning Model: The Sum is Greater. Conference on Human Resource Development Research and Practice across Europe, June 2017
2. Conference Oral Presentation – Synergetic Learning Model: The Sum is Greater. Adult Education Research Conference, June 2016
3. Conference Oral Presentation – Is Learning an Outcome or a Journey?, Connecticut Training & Development Network, June 2015
4. Conference Paper Presentation – Organizational learning support preferences of millennials, Academy of Human Resource Development, February 2015
5. Dissertation – Organizational learning support preferences of millennials: An interpretive study, University of Connecticut, May 2013
6. Conference Oral Presentation – Organizational Learning Supports for the Millennial Learner, Academy of Human Resource Development, February 2013
7. Design Conference Keynote Speaker – The Future of Adult Learning, The Travelers Companies, October 2012

Grants:

1. University of Connecticut, School of Business Summer Research Grant (2017): Service Learning for the Business School Graduate: Hit or Miss?
2. University of Connecticut Provost Mini-Grant (2016): Redesign of the School of Business Capstone Course: MGMT4900 – Strategy, Policy and Planning.

PROFESSIONAL EXPERIENCE

ASSISTANT PROFESSOR IN RESIDENCE – University of Connecticut **2014-**
(A 30,000 Student Research One University meeting the challenges of a changing global society, Storrs CT)

Design and teach blended online and live courses in the Human Resources Graduate program and undergraduate curriculum. Consult on the design of blended online School of Business curricula. Partner with faculty to design courses and seminars that leverage the latest adult learning theory and concepts. Serve as a service-learning fellow to enhance service-learning opportunities for business school students. Research and publish in the fields of adult learning and performance improvement. Serve on non-profit boards to provide learning and development adult learning and education expertise.

VICE PRESIDENT, LEARNING OFFICER – The Hartford Insurance Group **2009-2012**
(A \$22B Insurance and financial services provider, Hartford CT)

Learning officer for 12,500 teammates across **Consumer, Commercial, Wealth, and Claim Operations**. Oversee a staff of 170 to plan, execute, support, and evaluate transformational talent solutions that drive measurable performance improvement. Consult on the use of adult education principles to enhance leadership development efforts and increase performance. Collaborate with business leaders to understand performance opportunities and propose improvement solutions.

PRINCIPAL – Independent Consultant

2008-

(A learning and business consultative services provider, Holliston MA and Tolland CT)

Adjunct faculty at University of Connecticut and Goodwin College. Performance improvement consultant for Fortune 500 and small businesses. Supported business and strategic planning, functional talent team reorganizations, financial analysis and funding proposal development, and voice-of-customer research. Clients include ING, Qbridge, eMindful, Connecticut Community for Addiction Recovery.

LEARNING EXECUTIVE/SENIOR VICE PRESIDENT – Bank of America

2006-2008

(A \$68B Global financial services provider, Boston MA)

Chief learning officer and facilitation leader in the \$7.9B, 15,000 employee **Global Wealth and Investment Management** division. Oversee the analysis, design, development, implementation, and evaluation of new hire, sales, compliance, and leadership talent development programs. Consult with executives to assess strategic business requirements, achieve buy-in for new program development, and elevate the reputation of the talent development function.

CHIEF LEARNING OFFICER/SENIOR VICE PRESIDENT – DeSai Learning **2001-2006**

(A \$4M Global learning consulting, technology and content design firm, West Hartford CT)

Developed Talent Outsourcing business unit to serve insurance and financial services clients and support enterprise-wide requirements and business functions. Leveraged talent and organizational design methodologies, performance consulting and learning technologies to meet client objectives.

CHIEF OPERATING OFFICER/ EXECUTIVE VICE PRESIDENT – Foster Corporation **1999-2001**

(A \$10M International medical device plastic materials manufacturer and services provider, Dayville CT)

Increased revenue 33% and EBIT \$1M in two years. Drove revenue and profit growth in multi-plant operations.

MARKETING AND STRATEGIC PLANNING EXECUTIVE – Gerber Coburn Optical **1988-1999**

(A \$100M Global ophthalmic medical device manufacturer, South Windsor CT)

Planned and implemented aggressive growth strategies that resulted in \$100M+ revenue and \$17M EBIT growth in 10 years. Transitioned firm from start-up to high-growth through focus and prioritization.

PUBLIC ENGAGEMENT

University of Connecticut Service Learning Fellow – 2015/2016 Academic Year

University of Connecticut Recovery Community – Advisor (2016 -)

Connecticut Community for Addiction Recovery (CCAR) – President, Board of Directors (2018 -), Vice President, Board of Directors (2017)

Human Resources Leadership Forum – Board Member and Program Committee Chair (2015-2016)

United Congregational Church of Tolland – Moderator, Deacon, Business Committee, Personnel Committee, Senior Pastor Search Committee, Vision Committee (1996 -)