

KIMBERLY PACE *(Updated 1/15/2014)*

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PROFESSIONAL EXPERIENCE

OWEN GRADUATE SCHOOL OF MANAGEMENT, VANDERBILT UNIVERSITY,
Nashville, TN

Professor of the Practice of Management (September 2005 – Present)

Responsible for teaching communication to M.B.A., Master of Finance, Master of Accountancy, and Master of Healthcare students, including presentation skills, business writing, active listening, on-the-job management communications, mediation, crisis communications, public relations, and personal branding.

- Teach Management Communications core class for first-year M.B.A. students.
- Teach Communications, Leadership, and Ethics in Accountancy for Master of Accountancy students.
- Teach Professional Development and Communication core class for Master of Finance students.
- Manage the Vanderbilt Business Communicate Academy focused on business writing and the Owen Communication program.
- Co-teach Capstone Strategy for the Master of Healthcare students, focusing on effective teams, executive presence, and advanced presentation skills.
- Teach Public Relations elective course, in which students create integrated communication plans for actual business clients.
- Teach communications topic in the Special Topics course for Executive MBA students.
- Develop Managerial Writing assessments, tools, and co-teach courses for native English and non-native English writers.
- Serve on faculty of Accelerator Summer Business Institute offering an immersion business education experience for exceptional undergraduates.
- Coach students on effective job interviews, class presentations, and case competitions.
- Customize training in the executive education program for companies, such as TVA, AutoZone, NASA, Community Health Systems, FedEx Ground, RGI, FedEx Ground, and Nissan.
- Manage Owen Communications Lab and writing coaches.

GENERAL BOARD OF DISCIPLESHIP, Nashville, TN

Executive Officer, Communications/Marketing (February 2002 – September 2005)

Responsible for communications and integrated marketing efforts to support a 40 million dollar publishing and programming agency serving a 45,000 church market worldwide.

Research, develop and implement a comprehensive, global communications strategy to move agency from product-focused to customer-focused.

- Managed executive staff (Creative Services, Integrated Marketing, Digital Services, Media Relations, Communications Coordinator) with a total staff of fourteen persons.
- Implemented short and long-term branding strategies, including new print and electronic publications, logo, displays, and public relation events.
- Managed a team to translate business objectives and audience needs into a user-centered web presence.
- Managed a marketing strategy to support national events, 40 new books per year and 7 magazine lines.
- Served as national spokesperson. Organized press conferences, initiated media contacts and pitched stories.
- Coordinated new product development with publishing areas.
- Produced international newsletters, advertisements, websites, videos, e-newsletters, PowerPoints, displays, banners.

UNITED METHODIST COMMUNICATIONS, Nashville, TN

Communications Consultant (December 1998 – February 2002)

Responsible for networking and training 850 professional communicators, including Bishops, media center directors, administrative leaders, webmasters, editors, public relations and marketing personnel.

- Assisted in restructuring the agency by forming a public relations team to reach audiences more effectively and work closer with the secular media.
- Aided in the development of marketing plan and lobbying strategy for a national television campaign.
- Researched effectiveness of the *HeadsUp* national publication in sharing image and vision and revamped the publication.
- Conducted Communication Audits in thirteen states, evaluating tools of communications, public relation and marketing plans, relationships between regional and local offices, focus groups, and surveys.
- Wrote for *Interpreter* magazine and *Legacy* donor newsletter, and edited communications newsletters, brochures, CD-ROMs and various websites.
- Led workshops and seminars on understanding audience needs, marketing, and developing media campaigns.

THE UNITED METHODIST HOUR, Hattiesburg, MS

Executive Director (June 1995 - January 1999)

Responsible for overall management of a non-profit television and radio agency which broadcasts to 8 states and 5.5 million homes, including NBC, CBS, and FOX; accountable to a 35-member Board of Directors. Managed a staff of five administrative, financial, and production personnel.

- Produced, directed, and hosted a 30-minute television and radio broadcast of program called *Time That Makes the Difference* – 52 original episodes a year.
- Director of public relations and marketing strategy.

- Spokesperson for national and regional events.
- Created and edited *The Time*, a monthly newsletter mailed to over 13,000 supporters.
- Organized and promoted fundraising activities including the expansion of sponsorship programs, development of an endowment fund, and submission of grant proposals.
- Program coordinator and teacher for educational opportunities in Israel, Greece, and Turkey.

Director of Church and Community Relations (August 1994-June 1995)

Responsible for developing relationships with organizations and individuals related to the agency, raising funds, initiating and developing strategies for publicity and growth, hosting weekly television and radio program, and supervising production schedules. Promoted to Executive Director after one year.

SHENANDOAH UNIVERSITY, Winchester, VA

Conservatory Assistant (August 1993-May 1994)

Responsible for public relations and promotion of conservatory events, liaison with other campus offices, training work-study students, teaching four voice classes, instructing private voice students, and teaching Survey of Music Literature – a core class for all music, drama and art students.

EDUCATION

Master of Music in Vocal Performance, 1994
Shenandoah University
 Winchester, VA

Bachelor of Arts in Vocal Performance, 1992
Millsaps College, magna cum laude
 Jackson, MS

SPEECHES AND SEMINARS

- “Writing in Teams,” Vanderbilt Business Communication Academy, Owen Graduate School of Management, Nashville, TN (December 2013)
- “Mentor Training,” Nashville Entrepreneur Center, Nashville, TN (August 2013)
- “Communication Strategies for Senior Leaders,” Owen Executive Institute, Nashville, TN (May 2013)
- “Technology and New Classroom Instruction,” Management Communication Association Conference, Chicago, IL (May 2013)
- “Email Communication,” Vanderbilt University Medical Center, Nashville, TN (February 2013)
- “Thinking on Your Feet,” Vanderbilt University Medical Center, Nashville, TN (February 2013)
- “Investable Presenter,” Nashville Entrepreneur Center, Nashville, TN (January 2013)
- “Adaptive Leadership Communication,” Vanderbilt University Medical Center, Nashville, TN (November 2012)

- “Active, Purposeful Listening,” Vanderbilt University Medical Center, Nashville, TN (October 2012)
- “Mentor Training: Building Trust through Active, Purposeful Listening,” Entrepreneur Center, Nashville, TN (October 2012)
- “Executive AURA: Developing Your Brand,” Young Professional Organization, YPO Nashville, Entrepreneur Center, Nashville, TN (October 2012)
- “Developing Your Personal Brand,” William County Chamber of Commerce, Women in Business (September 2012)
- “Crisis Communications,” Community Health Systems, Brentwood, TN, (August 2012)
- “Leadership Communication,” Nissan, ARDP Review, Brentwood, TN (August 2012)
- “Building Your Executive Brand,” PMI Nashville, Nashville, TN (June 2012)
- “Thinking on Your Feet,” Vanderbilt University Medical Center, Nashville, TN (June 2012)
- “Leadership Communication,” Tennessee Valley Authority, two-day training for LMAP, Nashville, TN (May 2012)
- “Owen Communication Program: New Writing Initiatives,” Management Communication Conference, Emory University, Decatur, GA (May 2012)
- “Email Communication,” Vanderbilt University Medical Center, Nashville, TN (May 2012)
- “No Doze Presentations,” Vanderbilt University Medical Center, Nashville, TN (May 2012)
- “Thinking Like a CEO,” two-day seminar with Burcham and Furse, Owen Graduate School of Management, Nashville, TN (April 2012)
- “Personal Brand,” National Council of University Research Administrators, Webinar (March 2012)
- “Motivating Your Team,” Vanderbilt University Medical Center, Nashville, TN (March 2012)
- “Adaptive Leadership Communication,” Vanderbilt University Medical Center, Nashville, TN (March 2012)
- “Active, Purposeful Listening,” Vanderbilt University Medical Center, Nashville, TN (March 2012)
- “Developing Your Personal Brand,” PMI, Nashville, TN (February 2012)
- “Executive Presentations,” Nissan Talent Up, Nashville, TN (February 2012)
- “Executive AURA,” FedEx Ground Strategic Leadership Series, Nashville, TN (January 2012)
- “Leadership Communication that Motivates and Persuades,” FedEx Ground Strategic Leadership Series, Nashville, TN (January 2012)
- “Active, Purposeful Listening,” FedEx Ground Strategic Leadership Series, Nashville, TN (January 2012)
- “Thinking Like a CEO,” two-day seminar with Burcham and Furse, Owen Graduate School of Management, Nashville, TN (November 2011)
- “Extraordinary Leadership,” Comdata, Brentwood, TN (November 2011)
- “Mentoring the Entrepreneurial CEO,” one-day seminar with Burcham and Furse, Entrepreneur Center, Nashville, TN (October 2011)
- “Extraordinary Leadership,” Comdata, Brentwood, TN (August 2011)
- “Executive Communication,” one-day training for Tennessee Valley Authority, Owen Graduate School of Management, Nashville, TN (July 2011)
- “No Doze Presentations,” Vanderbilt Medical Center for Organizational Learning, Nashville, TN (June 2011)

- “Personal Brand and Executive AURA,” National Council of University Research Professionals, Webinar (May 2011)
- “Diversity in Communications,” Vanderbilt Medical Center for Organizational Learning, Nashville, TN (May 2011)
- “Active, Purposeful Listening,” Vanderbilt Medical Center for Organization Learning, Nashville, TN (May 2011)
- “Thinking – and Acting – Like a CEO,” Altria, Nashville, TN (April 2011)
- “Executive Communication,” one-day seminar for Tennessee Valley Authority, Owen Graduate School of Management, Nashville, TN (April 2011)
- “Finding and Leveraging Strengths,” Drug Discovery Center, Vanderbilt Medical Center, Nashville, TN (April 2011)
- “Thinking Like a CEO,” two-day seminar with Burcham and Furse, Owen Graduate School of Management, Nashville, TN (March 2011)
- “Creative Problem Solving,” Division on Administration, Vanderbilt University, Nashville, TN (March 2011)
- “Email Communication,” Vanderbilt Medical Center for Organization Learning, Nashville, TN (March 2011)
- “Leveraging Your Strengths,” Division on Administration, Vanderbilt University, Nashville, TN (February 2011)
- “Thinking – and Speaking – on Your Feet,” Vanderbilt Medical Center for Organization Learning, Nashville, TN (January 2011)
- “Mentoring the Entrepreneurial CEO,” one-day seminar with Burcham and Furse, Entrepreneur Center, Nashville, TN (December 2010)
- “Active, Purposeful Listening,” Monroe Carell’s Children Hospital at Vanderbilt (November 2010)
- “Email Communication,” Elevate, Vanderbilt Center for Organizational Learning, Nashville, TN (October 2010)
- “Personal Branding, Listening, and Leveraging Strengths,” Vanderbilt University Medical Center Officer’s Retreat (October 2010)
- “Leveraging Your Strengths,” Hutton Hotel, Nashville TN (September 2010)
- “Executive Communications,” Ring Container, Nashville, TN (June 2010)
- “Breaking Down Silos,” with Furse, NASA, Huntsville, AL (April 2010)
- “Leadership Communications,” Tennessee Valley Authority, Owen Educational Institute, Nashville, TN (April 2010)
- “Extraordinary Leadership,” two-day seminar with Burcham and Furse, AutoZone, ALP Leadership ReCharge, Memphis, TN (April 2010)
- “Thinking on Your Feet,” Vanderbilt Center for Organizational Learning, Nashville, TN (March 2010)
- “Thinking Like a CEO,” two-day seminar with Burcham and Furse, Owen Graduate School of Management, Nashville, TN (March 2010)
- “Sales Skills and Your Personal Elevator Pitch,” CareerBuilder, Brentwood, TN (March 2010)
- “Building Your Brand and Executive Presence,” Onlife Health, Brentwood, TN (February 2010)
- “Executive Presentations,” Nissan emerging leaders, Brentwood, TN (February 2010)
- “Communication, Conflict, and Mediation,” DCI Leadership Institute, Nashville, TN (November 2009)
- “Thinking – and Acting – Like an Executive,” DCI Executive Board, Nashville, TN (November 2009)

- “Active, Purposeful Listening in Healthcare,” Elevate, Vanderbilt Medical Center (October 2009)
- Leadership/Strategy Seminar, Bridgestone Retail Services, Nashville, TN (September 2009)
- “Active, Purposeful Listening,” DCI Services – DCI Donor Network, Nashville, TN (August 2009)
- “Advanced Speaking,” Elevate, Vanderbilt Medical Center, Nashville, TN (April 2009)
- “Developing Strengths,” Comdata executives, Brentwood, TN (January 2009)
- Communication Skills Coaching, American Marketing Association, Nashville Executive Committee (October 2008 – April 2009)
- “Thinking Like a CEO,” Nashville Association for Financial Professionals (December 2008)
- “Developing Your Personal Brand: Advanced Presentation Skills,” Aegis Healthcare, Nashville, TN (December 2008)
- “It’s in the Bag: Honing Your Sales and Persuasion Skills,” Aegis Healthcare, Nashville, TN (December 2008)
- “Connect with Your Personal Brand,” DCI Donor Services, Nashville, TN (December 2008)
- “The Art of Communication,” Young Professionals of Nashville, Nashville, TN (November 2008)
- “Church Marketing,” United Methodist Association of Communicators, Providence, RI (October 2008)
- “Thinking Like a CEO,” two-day seminar with Burcham and Furse, Nashville, TN (October 2008)
- “No-Doze Presentation,” Elevate, Vanderbilt’s 2008 Leadership Development Institute, Nashville, TN (September 2008)
- “Personal Brand,” Tennessee Young Leaders Conference, Nashville, TN (August 2008)
- “Brand You,” Generation Tennessee, Nashville, TN (July 2008)
- “Interpersonal Relations and Communications,” Tennessee Valley Authority, L-MAP, Nashville, TN (April 2008)
- “Developing Your Personal Brand,” Tennessee Bankers Association, Credit Conference, Nashville, TN (February 2008)
- “Listening and Feedback,” Aegis Healthcare, I3 Conference, Nashville, TN (June 2008)
- “Lead with Your Personal Brand,” Banking International Association, Orlando, FL (June 2008)
- “Thinking Like a CEO,” two-day seminar with Burcham and Furse, Nashville, TN (May 2008)
- “Developing Your Personal Brand,” Tennessee Bankers Association, Annual Meeting, Nashville, TN (February 2008)
- “CEO and Brand Reputation,” Association of Executive Museum Directors, Austin, TX (January 2008)
- “Developing Your Personal Brand,” Aegis Group, Inc., Nashville, TN (December 2007)
- “Virtual Teams,” AutoZone, Executive Education, Owen Graduate School of Management, Vanderbilt University, Nashville, TN (November 2007)
- “Interpersonal Relations and Communications: Lead with You Personal Brand,” Tennessee Valley Authority, Executive Education, Owen Graduate School of Management, Vanderbilt University, Nashville, TN (May 2007)
- “TeamBuilding,” Barge Waggoner Sumner Canon, 2007 Annual Meeting, Nashville, TN (April 2007)

- “Developing Your Personal Brand,” BAI National Loan Conference, Orlando, FL (March 2007)
- “Building Word-of-Mouth Campaigns,” Family and Children Services Advisory Board, Nashville, TN (April 2006)
- “The Leader as Speaker,” Vanderbilt Entrepreneurship, Vanderbilt University, Nashville, TN (February, 2006)
- “Brand Management,” General Board of Discipleship, United Methodist Church, Annual Meeting, Nashville, TN (April 2005)
- “Brand Strategy,” Texas Round-Up Conference, Lubbock, TX (March 2005)
- “Power of Communications,” Religion Communicators Council, National Annual Meeting, Nashville, TN (April 2004)
- “Communications Audit Results,” Southeastern Jurisdictional Conference, Lake Junaluska, NC (May 2004)
- “Developing a Marketing Plan,” Large Church Initiative, Denver, CO (Jan. 2004)

CONSULTING

- Vanderbilt Center for Neuroscience Drug Discovery (2013) Consulting with the Drug Metabolism and Pharmacokinetics division on leveraging strengths for effective teams.
- Tranzact Technologies (2013) Coached Chief of Relationship Development on creating online videos and train sales team.
- NCURA Leadership Development program (2013) Led retreat for 5 administrative leaders prepping for future board roles.
- Bradley Arant Boult Cummings (2013) Trained attorneys on creating executive brand pitches to communicate the Nashville office brand.
- Nashville Entrepreneur Center (2013) Designed and led “Investable Presenter” series for 15 start-up companies on creating and communicating their brand.
- Harbin Clinic (2013) Trained administrative and operational leaders on leadership and communication skills.
- Harbin Clinic (2012, 2013) Train and coach physician leaders to understand healthcare trends, best healthcare practices, leadership styles, and executive presence.
- Payments Business Executive Leadership, Comdata SVS (2012) Training emerging leaders, in the areas of executive presence, communication, leadership styles, motivating meetings, and strategy.
- Senior Management Training (2011) Consulting with Division of Administration senior team on leveraging team strengths and creative problem solving.
- Presentation Training (2010) Consulting with Des-Case Corporation to improve presentation skills.
- StrengthsFinder Training (2010, 2011) Consulting with Hutton Hotel, DCI Donor, and Vanderbilt Medical Center using Gallup’s resources to identify and leverage strengths.
- Vanderbilt University Medical Center (2010 – present) Deliver communication workshops in the Elevate program for the Vanderbilt Center for Organizational Learning for physicians, nurses, and healthcare administrators.
- CEO Coaching (2008 - present) Consulting with CEOs on developing an executive A.U.R.A. – a presence that is authentic, unique, reality-checked, and authoritative.
- Accelerator Faculty, Nashville, TN (2007 – present) Consulting with Accelerator: Vanderbilt’s Summer Business Institute to manage client projects, teach communications classes, and provide presentation coaching.

- Comdata, Nashville, TN (2008, 2010, 2011) Consulting with Sr. Management Team on developing an effective team by identifying strengths, improving overall communication skills, and using reality-based feedback. Led a communications audit with focus groups and interviews and offered training to implement strategic recommendations.
- ParadigmHealth, Upper Saddle River, NJ (2007) Consulting with Sr. Management Team on developing personal brands, establishing a team with effective listening skills, identifying and leveraging strengths, and improving overall communication skills.
- U.S. Army, 101st Airborne Division, 1-33 Cavalry, Fort Campbell, KY (2007) Consulting to apply public relations principles and tools in a war zone.

AWARDS AND PUBLICATIONS

- Article: “Creating Extraordinary Leaders,” with Dr. David Furse for *National Council of Research Administrators*, November 2013.
- YouTube Videos: *Management Communication Moments*, Kimberly Pace, August 2013.
- Daily Twitter: Owen Communication Program website.
www.twitter.com/CommProfessor.
- Media Interview and Quote: “B-Schools Get Serious About Writing” article by Di Meglio in *Bloomberg Businessweek*, July 2013.
- Article: “CEO Assignment,” *Management Communication Association*, September 2010.
- Online podcast and article: “Thinking Like a CEO,” with Burcham and Furse, *Owen Intelligence*, April 2009.
- Online podcast and article: “Your Personal Brand – Perception is Reality,” *Owen Intelligence*, March 2008.
- *Award of Excellence for Brochures and Promotional Materials*, October 14, 2005, United Methodist Association of Communicators (UMAC), San Antonio, TX
- *Certificate of Merit Newsletters – Division A, General Church Agency or National Distribution Category 1*, October 14, 2005, UMAC, San Antonio, TX
- *General Excellence for Horizon*, October 14, 2005, UMAC, San Antonio, TX
- *Speaking Faith: The Essential Handbook for Religion Communicators, 7th Edition, 2005*, Author, Chapter 1: *Discover Your Mission*, including creating a brand promise, identifying communication needs, establishing a strategic communications plan, and implementing a communications audit.
- *Award of Excellence for Video/Films*, October 15, 2004, Las Vegas, Nevada
- *The Leonard M. Perryman Award of Excellence for Promotion, Publicity, and Advertising*, October 15, 2004, Las Vegas, Nevada
- *Best of Division, Class II: Newsletters: Division A, Horizon*, UMAC, October 15, 2004, Las Vegas, Nevada
- *Best of Division, Class X: Internet Division A, WWW.GBOD.ORG*, UMAC, October 15, 2004, Las Vegas, Nevada
- *Best of Division Class VII: Video/Films Costing Less than \$10,000 Division A, Discipleship*, UMAC, October 15, 2004, Las Vegas, Nevada
- *Best of Division Class XIV: Publicity and Advertising Division A, GBOD: CREATING AN IMAGE*, October 15, 2004, Las Vegas, Nevada
- *Certificate of Merit, Class XIV: Publicity and Advertising Division A, GBOD WALKING CREATURE*, October 15, 2004, Las Vegas, Nevada
- *Certificate of Merit Class V: Special Publications Division A1, THE RE:SOURCE*, UMAC, October 15, 2004, Las Vegas, Nevada
- *Award of Excellence for Newsletters*, October 31, 2003, UMAC, Philadelphia, PA

- *Award of Excellence for Special Publications*, October 31, 2003, UMAC, Philadelphia, PA
- *Best of Division, Newsletters Division A, Horizon*, UMAC, October 31, 2003, Philadelphia, PA
- *Best of Division, Special Publications Division A, [the] re:source*, UMAC, October 31, 2003, Philadelphia, PA
- *Best of Division: Publicity and Advertising, REM Flyer*; UMAC, 2001
- *Certificate of Merit, General Excellence – Newsletters – General Agency, CON-NEC-TION*, UMAC 2001

SERVICE

- Evolve Women
- Management Communication Association (MCA)
- Nashville Entrepreneur Center (EC)
- Nashville Chamber of Commerce
- Owen Circle
- American Marketing Association
- WaterCooler
- Family and Children's Service
- West End United Methodist Church
- Nashville Symphony
- Human Rights Federal Club
- SafeHaven
- Habitat for Humanity