

# Robert D. Bisking, Ph.D.

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**Education**                      1999 – 2002                      Our Lady of the Lake University San Antonio, TX  
**Ph.D. in Leadership Studies.**

1982 – 1984                      Naval Postgraduate School                      Monterey, CA  
**M.S. Systems Engineering**

1975 – 1979                      University of Texas at Austin                      Austin, TX  
**B.S. Mechanical Engineering**

**Academic Experience**                      Nov. 2013 – Present                      Various Universities  
**Adjunct Professor & Course Developer**

April – Nov. 2013                      Our Lady of the Lake Univ. San Antonio, TX  
**Interim EVP & Chief Academic Officer**

April 2006 – May 2013                      Our Lady of the Lake Univ. San Antonio, TX  
**Dean, School of Business and Leadership**

June 2005 – April 2006                      Our Lady of the Lake Univ.                      San Antonio, TX  
**Interim Dean, School of Business**

June 2011 – Present                      Our Lady of the Lake Univ. San Antonio, TX  
**Interim Dean, School of Professional Studies and Worden School of Social Service**

June 2005 – Present                      Our Lady of the Lake Univ.                      San Antonio, TX  
**Asst. Professor of Entrepreneurship & Strategic Management**

Jan. 2004 – May 2005                      Our Lady of the Lake Univ.                      San Antonio, TX  
**Visiting Professor of Entrepreneurship & Strategic Management**

Aug. 2003 – May 2005                      Univ. of Texas at San Antonio San Antonio, TX  
**Adjunct Professor (School of Business)**

March 2003 – May 2005                      Univ. of the Incarnate Word                      San Antonio, TX  
**Adjunct Professor**

Nov. 2003 – May 2005                      Norwich University                      Northfield, VT  
**Adjunct Lead Professor (Online MBA Program)**

March 2003 – May 2005                      Webster University                      San Antonio, TX

## Professional Experience

### Adjunct Professor (Graduate Courses)

1985 – 1997 San Antonio College (ACCD) San Antonio, TX

### Adjunct Professor

1994 – Present Organizational Dev. Consulting Practice

### President/Owner

Organizational development consulting practice (San Antonio, TX). Areas of focus include strategic planning, change management, business process improvement, and leadership development. Clients include:

**Innovative Therapies, Inc. (ITI)** – Facilitated multiple strategic planning and senior leadership development initiatives.

**Armed Forces Financial Network (AFFN)** – Facilitate annual strategic planning retreat for the AFFN Board of Directors. Assisted the CEO and staff in revising and updating the 5-year Strategic Plan.

**City Public Service (\$1B+)** – Facilitated restructure of the Gas Systems Division (\$200M+) and standardized project management methodology for gas company capital projects. Developed a customized 2-day Project Management Training Course and delivered it to 75 employees of the Power Generation Division. Developed and delivered SAP/R3 Project Systems training for 100+ employees, as part of a multi-million dollar ERP project. Was contracted for 13 months to assist in the development of the Project Management & Process Improvement Department for the Electric Transmission and Distribution Division.

**New Braunfels Utilities (\$60M Revenue)** – Strategic Planning retreat facilitation focused on developing a strategy in response to Senate Bill 7 (Deregulation). Facilitated management team meetings to standardize HR policies and procedures. Developed Strategic Performance measures for the four business units. Assisted in Standardizing Project Management processes.

**Northeast ISD Community Ed Dept.** – Strategic Planning, Team Building training, assisted in the development of a Sustainability Plan for the 21<sup>st</sup> Century Community Learning Center Grant.

**San Antonio Express-News** – 1100+ employees, owned by the Hearst Corp., Developed and Delivered Company-wide Professional Development Training Program which included 10 different courses offered more than 30 times, Project Management training and Process Improvement Team Facilitation. Developed Advertising Sales Team Compensation Program.

**SpawGlass Contractors, Inc. (\$50M+)** – Facilitated Strategic Planning retreat and assisted in the development of a three-year strategic plan.

**Immersion Medical, Inc.** - Strategic Planning

**Southwest Exteriors** – Strategic Planning using the Balanced Scorecard.

**United Commercial Realty** - Strategic Planning and Team Building.

**Farm Credit Bank of Texas** – Senior Leadership Development Training. Conducted training in Strategic Planning and Change Management for senior executives.

1990 – 1994 Prospective Computer Analysts San Antonio, TX

### Director of Operations

- Opened San Antonio office with 5 employees and a \$250K contract. Grew office to 42 employees and \$3M per year in sales. P&L responsibility. Provided engineering and logistics support services to the Department of Defense.

1970 - 1990

U.S. Navy

Various

**Lieutenant Commander (Retired)**

- 1984 – 1990: Program Manager Systems Engineering Directorate of the Joint Electronic Warfare Center. Managed over \$3M in R&D projects. Developed requirements, Requests for Proposals, Participated in Source Selection, Managed Manufacturing and Production, Conducted testing and initiated fielding of equipment.

**Intellectual Contributions**

1. Bisking, R. & Khan, H. (2008). *Strategic Design, Development and Implementation of Online MBA Boot Camp Course for Securing Competitive Advantage*. Presented at International Society for Competitiveness (International) Conference, Bangalore, India.
2. Bisking, R. & Khan, H. (2008). Applied project management algorithm for designing and controlling online MBA boot camp course. *International Academy of Business Disciplines Business Research Yearbook (BRY) (IABD CD)*, International Academy of Business Disciplines.
3. Bisking, R. (2006). "Preparing Non-Business Majors for a Masters in Business Administration (MBA)". *Proceedings – 2006 International Society of Business Disciplines*.
4. Bisking, R. (2005). "Fundamentals of Business Administration: From Hybrid to Completely Online." *Proceedings – E-Learn 2005*. Association for the Advancement in Computing Education (AACE).
5. Bisking, R. (2004). "Does sex of the leader and the subordinate influence a leader's disciplinary decisions?". *Journal of Management Decision (MD)*.
6. Bisking, R. (2002). Dissertation: "Does sex of the leader and the subordinate influence a leader's disciplinary decisions?".
7. Bisking, R. (2001). "How CPS will meet the competition", *Gas Utility Manager Magazine* (Cover story).

**Service to Community, University and Discipline**

- January 2010 – Nov. 2013: Chairman of the Board of Directors, McCullough Hall Nursing Facility (Congregation of Divine Providence)
- 2007-2013: Site Visit Evaluator for The Accreditation Council for Business Schools and Programs (ACBSP)
- June 2010 – June 2011: President, Region 6 ACBSP
- 2007-2009: Chair, Business & Industry Relations Committee Chair, ACBSP
- 2013: ACBSP Mentor for St. Gregory's University, Shawnee, OK seeking initial accreditation
- 2009: ACBSP Mentor for the University of St. Francis, Ft. Wayne, IN seeking initial accreditation
- 2004-2007: Review Board for Journal of Management Decision
- 2006-2007: Board of Directors, West San Antonio Chamber of Commerce
- 1999-2002: Board of Directors, North San Antonio Chamber of Commerce
- 1997-98: Major contributor in the development of "Leadership Lab", North San Antonio Chamber professional development program

