

# CLAIRE MICHÈLE RICE

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## EDUCATION

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**FLORIDA INTERNATIONAL UNIVERSITY** Miami, FL

Doctor of Philosophy in Sociology, April 2001

Masters of Arts in Linguistics, August 1994

Bachelor of Arts in Spanish, French Language and Culture Minor, April 1993

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## FACULTY/ADMINISTRATIVE EXPERIENCE

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- Possess combined, 20 years of experience working with institutions of higher learning around South Florida as a faculty and administrator on program/curriculum development and project implementation.
  - As Associate Chair at the Graduate School of Humanities and Social Sciences, NSU, I worked with faculty in the review of curriculum for our doctoral, master's, and certificate programs.
  - Developed educational seminars for a variety of for profit and non-profit organizations, including pre-college and post-secondary educational institutions.
  - Had administrative oversight over several employees as I coordinated and facilitated conferences, workshops, seminars and other educational activities to deliver training to employees of various organizations.
  - Provided training and consulting services, including writing, editing and revising books, manuals, reports and other documents relating to client needs.
  - Worked on teams of researchers and consultants to successfully secure training grants and contracts; developed budgets for various training programs that were administered.
  - Served as speaker, facilitator and trainer in workshops on diversity, inclusive community building, leadership, conflict resolution, customer service improvement, and mentoring.
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## TEACHING EXPERIENCE

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8/07—Present **NOVA SOUTHEASTERN UNIVERSITY**, Ft. Lauderdale, FL

5/09-6/10 *ASSOCIATE CHAIR*, Department of Conflict Analysis and Resolution

- Assisted in the Curriculum Review process of doctoral, master's and certificate programs in Conflict Analysis & Resolution to eliminate duplication of course content and to streamline offerings to students.
- Produced ASLO reports to inform departmental and school-wide curricula assessment for SACS accreditation.
- Mediated student issues relating to faculty, staff, and other students; officiated over grade appeals and other related student academic and matriculation concerns in conjunction with the department chair.
- Maintained on-going audit of DCAR policies and procedures to ensure that the students' and faculty's needs were being addressed through departmental processes.
- Advised students and attended faculty meetings, workshops and seminars addressing departmental, community, and student issues; served on various departmental committees such as the DCAR Curriculum Committee and Faculty Search Committees

*ASSISTANT PROFESSOR*, Department of Conflict Analysis and Resolution

- Taught an average of 8 graduate-level courses per year in Conflict Analysis and Resolution both residentially and on-line: Qualitative Methods 1 & II, Research Methods and Design, Racial and Ethnic Relations in America, Teaching and Training, Teaching and Training Practicum, Organizational Conflict, Culture and Conflict, Human Factors, Dissertation Preparation Course, and Researching Conflict.
- Served on over 22 dissertation committees, 15 of whom I chaired; 14 successfully defended proposals; 9 students successfully completed their dissertations.
- Advised students, attend faculty meetings, workshops and seminars addressing departmental, community, and student issues.
- Worked on a faculty team to develop the curriculum for the Qualitative I and II Courses at DCAR.
- Published on workplace conflict and collaborated on publication on another volume dealing with organizational leadership and conflict issues.
- Presented in various venues such as the Channel 2 Women's Health Conference and EEOC E-Race Initiative Conference.
- Attended various professional development activities such as the Association of Conflict Resolution Conference and Family Mediation Training.
- Co-chaired committee for the Common Ground Film Festival.
- Worked with the Urban League of Broward County with youth development activities for their National Achievers Society.
- Selected by Miami-Dade County Government to serve as a delegate for a trade mission to Peru and Chile.
- Served on the Research Sub-Committee for the Florida Chapter of the Association of Family and Conciliation Courts (AFCC).

*DISSERTATION CHAIR—COMPLETED DISSERTATIONS*

- Barrett-Williams, B. B. (2011). *An evaluation of the community policing program of Jamaica: The case of comfort community*. Doctoral dissertation, Nova Southeastern University, Ft. Lauderdale, FL.
- Cooper, R. (2010). *Shades of acceptance: A phenomenological study of the transition to a majority-minority community*. Doctoral dissertation, Nova Southeastern University, Ft. Lauderdale, FL.
- Fredricks-Lowman, I. A. (2010). *A phenomenological study: The self-perception of women university administrators' conflict styles*. Doctoral dissertation, Nova Southeastern University, Ft. Lauderdale, FL.
- Pryor, B. K. (2003). *Ethnographic study in environmental conflict resolution: The role of environmental NGOs in the Florida Everglades restoration*. Doctoral dissertation, Nova Southeastern University, Ft. Lauderdale, FL.
- Ononaiwu, K. U. (2010). *Code of the streets: A content analysis on the use (or threat) of violence in the Tupac Shakur versus Notorious B.I.G. beef*. Doctoral dissertation, Nova Southeastern University, Ft. Lauderdale, FL.
- Washington, M. R. (2010). *Insiders living outside: Contextualizing the onset of civil war*. Doctoral dissertation, Nova Southeastern University, Ft. Lauderdale, FL.
- Williams, Y. (2011). *Working in harmony: Assessing organizational barriers*

*to achieving the diversity divide*. Doctoral dissertation, Nova Southeastern University, Ft. Lauderdale, FL.

*MEMBER OF DISSERTATION COMMITTEE—COMPLETED DISSERTATIONS*

Leigh, S. W. (2003). *Perception and use of the opening statement by certified family mediators*. Doctoral dissertation, Nova Southeastern University, Ft. Lauderdale, FL.

Wilkin, L. (2010) *Workplace bullying in academe: A grounded theory study exploring how faculty cope with the experience of being bullied*. Doctoral Dissertation, Nova Southeastern University, Ft. Lauderdale, FL.

8/03—5/07 **FLORIDA MEMORIAL UNIVERSITY**, Miami, FL

*ASSISTANT PROFESSOR*, Department of Sociology

- Taught introductory and upper level courses in Sociology: Introduction to Sociology, Marriage and Family, Social Problems, Urban Sociology, Research Design, Race and Ethnicity, Group Dynamics, Community Organization, Urban Social Movement.
- Advised students concerning curriculum, degree plan, and career development.
- Attended faculty meetings, workshops, seminars and other college functions.
- Develop and implement programs and workshops that serve the students, faculty, staff and community.
- Collaborated with 2 faculty from NSU's School of Education; we received a \$10,000 grant from the NSU Presidential Fellowship; conducted a one-year qualitative study of teenaged mothers as part of an NSU grant-funded project to study teen age mothers' perceptions of self-efficacy and academic achievement; we offered recommendations for future administration of school programs.
- Published journal articles, educational reports and news letters relating to academic research and community development activities.
- Served as speaker on conflict resolution strategies at the Florida Education Fund's McKnight Doctoral Fellowship Annual Conference.
- Trained government officials from the Turks and Caicos on conflict management and resolution approaches at both Providenciales and Grand Turks.
- Received the Florida Supreme Court Certified County Mediator's license.

8/01—8/03 **NOVA SOUTHEASTERN UNIVERSITY**, Ft. Lauderdale, FL

*VISITING ASSISTANT PROFESSOR*, Department of Conflict Analysis and Resolution

*POSTDOCTORAL FELLOW OF CONFLICT RESOLUTION*, Department of Conflict Analysis and Resolution

- Taught research methods and design courses pertaining to social issues, conflict analysis, management, and resolution: Culture and Conflict, Qualitative Research I & II, Research Design, and Race and Ethnic Relations.
- Attended faculty meetings, workshops and seminars addressing departmental, community, and student issues.
- Served as advisor to students and to the SHSS graduate student organization.
- Conducted a two-day conference on inclusive community building and conflict resolution.
- Served as speaker on conflict resolution strategies at the Florida Education Fund's McKnight Doctoral Fellowship Annual Conference.

8/00—7/01 **FLORIDA MEMORIAL COLLEGE** Miami, FL

*VISITING PROFESSOR*, Social Sciences

- Taught on social problems and issues pertaining to race and ethnicity and addressed ways of resolving conflicts arising from these issues.

*VISITING PROFESSOR, General College*

- Taught English grammar, writing, and communications to students.
- Participated in faculty meetings and professional development activities.

**FLORIDA INTERNATIONAL UNIVERSITY**

*1/97–8/01 GRADUATE ASSISTANT, Multicultural Programs and Services*

- Edited the book, *Community Moments & Teachable Second*, which is part of the diversity training material used by the Bay Vista MPAS office.
- Coordinated university programming called *Community Day* developed as part of the Ellison Model's approach to multicultural conflict resolution through education, which incorporated the Census 2000 initiative and health and wellness activities. Recruited a number of schools in Dade and Broward. An estimated 200 students participated from Dade and Broward county high schools, middle schools and primary schools.
- Co-edited the FBFSA Conference Newsletter, "Preparing Black Students for the Millennium: The Role of Faculty, Staff and Administrators," (1998). Assisted in compiling the articles for the publication of the newsletter and the reader for the proceedings of the entire conference.

*8/93—8/98 INSTRUCTOR, English Department & English Language Institute*

- Taught English 2301 Expository Writing, English 1102 Literary Analysis, English 1101 Elements of Writing, English 1000 Essay Writing, and English 1930 Essay Writing.
- Focused on instructing proper content, grammatical conventions and mechanics of writing and reading through practical media.
- Taught English grammar, writing and communications courses to ESL students.

*8/94—12/96 EXPERIENTIAL EDUCATION COORDINATOR, Career Services Department*

- Developed and implemented several student and employer outreach programs to increase the pool of participants in the Experiential Education programs.
- Coordinated and participated in forums and conferences dealing with career development issues.
- Referred students to employers for internship and co-op positions; supervised students' work experiences to ensure satisfactory progress.

*8/93 – 8/94 GRADUATE ASSISTANT, Department of Linguistics*

- Worked in the Linguistics Lab.
- Assisted professors in completing various instructional tasks.
- Taught English 101 and emphasized the use of appropriate grammatical conventions, content and organization of ideas.

*4/90 - 8/91 FIU STUDENT AMBASSADOR & PEER ADVISOR*

- Conducted orientation workshops for newly enrolled students.
- Represented the student body at various university functions.
- Functioned as a liaison between FIU and incoming students.
- Advised freshmen students about the registration process and aided them in class selection.

**ADJUNCT INSTRUCTOR POSITIONS**

*8/97-12/97 ST. THOMAS UNIVERSITY Miami, FL*

*INSTRUCTOR, Department of Communications Arts, English, Humanities*

- Taught English 101 and emphasized the use of appropriate grammatical conventions, content and organization of ideas.

9/97- 1/98      **NOVA SOUTHEASTERN UNIVERSITY** Fort Lauderdale, FL  
*INSTRUCTOR, School of Business*

- Taught argumentative writing to students majoring in Business programs.

8/91 – 12/91      **MIAMI DADE COMMUNITY COLLEGE** Miami, FL  
*INSTRUCTOR, ESL Department*

- Taught English grammar, writing and communications to ESL students.

## PUBLICATIONS

- Rice, L. & C. M. Rice. (2008). “The Role of Conflict Management in Human Resource Development in the Hospitality Industry.” In D. V. Tesone (Ed.), *Handbook of hospitality and tourism human resource management*. St. Louis, MO: Elsevier.
- *Poverty alleviation and citizens empowerment*. (2007). Training and Policy Manual By Minister Lillian Boyce, Ministry of Social Development, Turks and Caicos Government. Rice, C. M. (contributing editor).
- Howard, L., S. Y. Taylor, & C. M. Rice. (2006). *Implementation and evaluation of strategies to increase self-efficacy perceptions and academic achievement in teenaged mothers enrolled in an alternative school*. Ft. Lauderdale, FL: Broward County School Board Research Services, [http://www.broward.k12.fl.us/research\\_evaluation/RequestResults.htm](http://www.broward.k12.fl.us/research_evaluation/RequestResults.htm).
- Rice, C. M. (2005). *Building and sustaining inclusive communities: A post conference review*. (contributing editor.) Nassau, Bahamas: Margaret Policy Management Administration Center.
- Rice, C. M. (2005). The Ellison’s Inclusive Community Building Model: A functional system’s approach. *FEF Journal of Interdisciplinary Studies*, (1) 1.
- Rice, C. M. & Hunt, D. G. (2004). The Ellison Unitary Model in conflict resolution training. *Peace and Conflict Studies*, (11) 2, 35-54.
- Rice, C. M. (2001). *The Ellison Model: Building inclusive communities through mentoring*. Miami, FL: ICB Productions.
- Rice, C. M. (2001). *A case study of the Ellison Model’s use of mentoring as an approach toward inclusive community building*. Dissertation published by ProQuest Information and Learning Company (UMI Number 3015938).
- Rice, C. M. (1999). *The relationship of upward social and economic mobility to English, French, and Creole language use among Haitians in Miami*. Comparative Sociology Thesis, Florida International University, Miami.
- Rice, C. M. (1999). Asian Americans and affirmative action, (1999) *The Sociology and Anthropology Journal at Florida International University: Dispossessed communities*, (9) , 48-63.
- Rice, C. M. (Summer 1999). Managing urban growth and planning while building the inclusive community. *The Mentor*. Miami: FIU Multicultural Programs and Services.
- Rice, C. M. (1998). Keys to success. *Akili A Celebration of Knowledge*. Miami: Multicultural Programs and Services, FIU.
- Rice, C. M. (1998). Embracing diversity: Benefits to students.” *Preparing Black Students for the New Millennium*. Unpublished manuscript: Multicultural Programs and Services, FIU.
- Rice, C. M. (1997). Diversity through student eyes. *From Diversity to Unity Handbook on Developing Inclusive Community*. Unpublished manuscript: Multicultural Programs and Services, FIU.

- Rice, C. M. (1996). Putting your major into practice. *The Collegiate Recruiter, The College Student's Guide to Professions*, (12) 3.

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## GRANTS AND CONTRACTS

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- Worked on leadership and management teams to develop the operational infrastructure and community building programs/curricula for the Alicia Gwynn Community Center in California and the K& A Brown Community Center in Georgia; these contracts were budgeted at about \$15000 each.
- Worked on grant and proposal writing teams, which successfully obtained a \$10,000 grant from the Nova Presidential Fellowship to administer a study, which included a program to assist teen-aged mothers in gaining self-efficacy skills;
- We wrote proposals and acquired a \$45,000 contract from the government of the Turks and Caicos to work on the development of a framework for their Poverty Alleviation and Citizens Empowerment (PACE) programs.
- As a graduate research assistant at Multicultural Programs and Services at Florida International University, worked on a team in collaboration with the College of Health, Urban and Public Administration to administer a grant for an after school tutoring and mentoring program that catered to students from low-income neighborhoods in Hialeah and Opa-Locka; that grant was about \$100000 spread over several years.
- Consulted with and worked in organizations on conflict management, diversity training, inclusive community building, strategic planning, human resource development, customer service enhancement, systems design, and community organizing.
- Worked on teams to develop a curriculum for school children, which includes a 7-Step Process for Character Development and administered training to teachers on the Model.

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## CONSULTING & PROJECT MANAGEMENT

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1/94-4/08 **ICB PRODUCTIONS, INC.** Miami, FL  
*CONSULTANT & PROJECT MANAGER*

- Assisted in the development of a plan of action for the Poverty Alleviation and Citizens Empowerment (PACE) initiative undertaken by the Turks and Caicos government.
- Provided consulting services, including employee training, manual development, customer service training, and educational seminars for the Turks & Caicos government employee training project scheduled to be implemented in 2007.
- Assisted MMPMAC in Nassau Bahamas in developing organizational vision and strategic management plan, workshops and conferences to promote its organizational mission.
- Provided consulting services, including employee training manual development, customer service training, and educational seminars, for organizations and government employee training projects in the Bahamas.
- Served as speaker, facilitator and trainer in various workshops offered by the organization in Nassau and Freeport, Bahamas.
- Coordinated workshops and provided training and seminars in inclusive community building, diversity, leadership, conflict resolution, customer service improvement, and mentoring.
- Assisted in project development, from coordination of tasks to implementing various projects; as project manager, focused attention to details of project development to ensure that tasks do not “fall through the cracks.”

- Worked on developing, editing and revising books, manuals, reports, and other documents for presentations to clients.
- Provided document and course preparation services for an on-line institute to be launched in 2007.
- Continued to serve as consultant at large on various community building project centered on community center development, educational curriculum development and document preparation.

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## BUSINESS OWNERSHIP

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3/06—2010     **RICE TRAINING SOLUTIONS, INC.** , Plantation, FL  
*PRESIDENT & CO-OWNER*

- Served as facilitator of workshops, training seminars, and motivational presentations on diversity, conflict resolution, and community development.
- Served as a consultant to business/organizational development.
- Officiated over daily operations and administrative concerns for the business.
- Past year’s clients include K & A Brown Community Center, the Alicia Gwynn Community Center, ICB Productions, Susie B. Daniels Charter School, Florida Education Fund, Accor Hotels and the Turks and Caicos Islands Government.
- Participated in trade delegations with the City of Miami’s Office of Economic Development and International Trade (OEDIT) to South Africa, Peru and Chile.

7/02—2010     **LAMIST INC.**, Plantation, FL  
*CO-OWNER*

- Acquired real estate properties.
- Managed tenants and ensured that their units’ needs were met.
- Served as consultant to businesses in business development.

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## SPEAKING AND TRAINING ENGAGEMENTS

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- **Miami-Dade County Equal Opportunity Board**, Miami, Florida ■ 2008  
Presented on “Race and Ethnicity as Social Constructs”
- **Florida Atlantic University, Department of Social Work**, Boca Raton, Florida ■ 2008  
Presented on “Inclusive Community Building through Conflict Resolution”.
- **McKnight Doctoral Fellows Annual Meeting**, Tampa, Florida ■ 2007  
Presented on the Dissertation Writing Process.
- **WPBS Channel 2 Conference—Speaking on Women’s Health**, Ft. Lauderdale, Florida ■ 2007  
Presenter on “Seeing Conflict Through Different Lenses.”
- **Grand Bahama Community Builders Organization**, Freeport, Bahamas ■ 2007  
Presenter on “Economic Empowerment Through Community Building”
- **Florida Education Fund (FEF) Research and Writing Summer Institute**, Tampa, Florida ■ 2007  
Served as writing consultant for dissertation and publications workshops.
- **Turks and Caicos Islands Conflict Resolution Training**, Providenciales & Grand Turks, Turks & Caicos Islands (TCI) ■ 2005-2007  
Facilitated a training workshop for government & civil service employees.

- **10<sup>th</sup> Annual Florida Fund for Minority Teachers Conference**, Jacksonville, FL. April 18-19, 2006. Howard, L., Taylor, S., **Rice, C. M.**, Hyde, G., & Gill, G. The Baby Mama Clique: Understanding Educational Aspirations and Challenges of High School Teen Mothers.
- **FEF Conflict Resolution Training**, Tampa, Florida ■ 2006  
Trained doctoral students and professor on strategies for managing and addressing conflict between students and faculty in doctoral programs.
- **Alycia Gwynn Summer Institute Training**, Poway, California ■ 2006  
Facilitated character development training over four days for middle school students, which incorporated ICB Model, conflict resolution skills, diversity training, and character development.
- **MDF Annual Fellows Meeting**, Tampa, Florida ■ 2005  
Paper presented on “Managing Conflict: Proactive Strategies for Successful Resolution”
- **Margaret McDonald Policy Management Center (MMPMAC) Inclusive Community Building Conference**, Miami, Florida ■ 2004-2006  
Worked on program development and facilitated training workshops on ICB and conflict resolution.
- **Florida Memorial University Inclusive Community Building Conference**, Miami, Florida ■ 2004  
Facilitated training workshops, “The Ellison Model: Educational Issues in Inclusive Community Building”
- **MDF Annual Fellows Meeting**, Tampa, Florida ■ 2004  
Paper presented on “Resolving Conflict Between Students and Faculty”
- **ICB Productions Training Seminar, Nassau, Bahamas** ■ 2004  
Paper presented at the seminar, “The Ellison Model Prescription for Making Seamless Midlife Transitions” entitled, “Midlife transitions for men.”
- **Margaret McDonald Policy Management Center**, Nassau, Bahamas ■ 2004  
Presenter and moderator- Delivered a two-hour seminar on “Building Sustainable Community Relations” to a group of social workers and public administrators.
- **Florida Memorial College**, Opa Locka, Florida ■ 2003  
Keynote Speaker- Presented a forty minute lecture on “Developing Sustainable Relationship.”
- **FAVACA**, Port Au Prince, Haiti ■ 2003  
Trainer- Facilitated a three-day workshop on Conflict Resolution and Community Building for the *Women in Democracy*.
- **National Conference on Peace Studies**, Atlanta, Georgia ■ 2003  
Paper presented on “The Ellison Model Inclusive Community Building Model.”
- **Nova Southeastern University**, Ft. Lauderdale, Florida ■ 2003  
Presenter and Facilitator for “Building Sustainable Community Relationships” Workshop
- **MDF Midyear Fellows Meeting**, Tampa, Florida ■ 2002  
Paper presented on “The Ellison Model’s Approach to Conflict Resolution”
- **MDF Midyear Fellows Meeting**, Tampa, Florida ■ 2001  
Facilitated workshop on conflict resolution,
- **Community Building Conference**, Florida International University, Miami, FL ■ 2001,  
Keynote Speaker- Delivered a presentation on the topic “The Ellison Model Community Moments and Teachable Seconds.”

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## COMMUNICATION SKILLS AND CERTIFICATES

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- Florida Supreme Court Mediator/Mediation Training 2006-2008
- Family Mediation Training 2009

- Possess working knowledge of French, Spanish and Haitian Creole.
- Possess computer knowledge: Microsoft Office, Internet navigation, On-Line Webct3 course development.