

WILLIAM H. MURPHY, PhD¹

**Associate Professor
Rawlinson Scholar in Global Sales**

**Department of Management and Marketing
University of Saskatchewan**
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(pdfs publications, teaching evaluations for undergrad, MBA, and Exec. Ed., televised round table discussions, professional activities, resources for students and professionals)

Scholar, C.E.I.B.S.; Jiaotong University, Mingang, Shanghai, P.R.C.²

Conduct Sales Management and Key Account Management open programs for CEIBS in Beijing, Shanghai, Shenzhen. Activities also include developing and conducting company-specific programs with management groups across numerous industries. Actively leveraging closeness to executives to develop research projects on sales and distribution practices in China.

Consistently rated 4.2+ across all five point evaluation metrics in all programs.

Prior Academic Employment

1999 to 2008

Senior Lecturer; University of Wisconsin-Madison, Madison, WI

High teaching performance across Business 300 (250+ students, Intro to Marketing), Business 460 (Marketing Strategy), Business 620 (Sales Management), and Business 700 (graduate level Marketing Management course). Effective teaching in Executive Education (Brand Building in E-Commerce; Sales Management; Pricing Concepts; Marketing for Nonmarketing Executives; Doing Business in China). Served as interim Director during 2003 launch of Center for Product Management. Active research program. Ongoing off-shore programs and research in China. Developed and guided Evening MBA China Trips.

¹ Updated August 2017

² *Financial Times* ranks CEIBS' (China Europe International Business School's) Executive Education Program as one of the world's top 50 in both open and custom programs. CEIBS' Executive Education Program is Asia's highest rated international, non-degree executive education program.

Received Favorite Instructor Award 2006; Dean's Academic Staff Excellence in Teaching Award 2005; MKT Professor of the Year Award 2002.

1996 - 1999

**Assistant Professor
Babson College, Babson Park, MA**

Primarily using case method, taught undergraduate and graduate courses including Sales Management, Marketing Management, Marketing Strategy. Consistently rated highly by students. MCFE mentor; oversaw graduate student company-projects (Lotus, Ethnic Gourmet Foods, Inc.). Ad hoc teaching in executive education (Hartford Insurance: Vice President Program).

1995 - 1996

**Senior Lecturer
University of Auckland, Auckland New Zealand**

Taught Strategic Marketing Management in Diploma in Business program (mid-management level graduate program). Involved in developing distance learning program that included decisions regarding all program materials and televised programming (televised segments included round table forums with executives in banking and with McDonald's Managing Director and core team for New Zealand). Conducted research with executives in both New Zealand and Australia.

1988 - 1995

**Teaching Assistant, Research Assistant,
Instructor
University of Wisconsin – Madison, Madison, W**

Instructor for Business 520 (Introductory Marketing Management), Business 626 (Advanced Marketing Management), Business 620 (Sales Management), and Business 702 (graduate level Marketing Management course). Students regularly rated my performance as being in the top 30% of instructors. Taught College for Kids Summer Programs. Program Host for Management Institute executive programs.

Teaching Interests

Marketing Strategy, Sales Management, Intro to Marketing, International Business, International Marketing, Special strengths include extensive teaching at MBA, mid-management, and in-house executive education programs.

A return to teaching two sections of Sales Management in Fall 2016 (after an 8 year hiatus due to accepting other teaching responsibilities), was received with evaluations including Learning/Academic value 4.4/5, 4.34/5; Instructor Enthusiasm 4.48/5, 4.67/5; Lecturer Rating 4.44/5, 4.14/5, among other above-the-norm ratings.

Teaching Awards

- 2010/11 *MBA Student Society Professor of the Year Award*; Edwards School of Business, University of Saskatchewan
- 2009/10 *MBA Student Society Professor of the Year Award*; Edwards School of Business, University of Saskatchewan
- 2005/06 *Favorite Instructor Award*; School of Business, University of Wisconsin - Madison
- 2004/05 *Dean's Academic Staff Excellence in Teaching Award*; School of Business, University of Wisconsin - Madison
- 2001/02 *MKT (Mu Kappa Tau) Professor of the Year Award*; School of Business, University of Wisconsin - Madison

Research Interests

Sales Management: Especially B2B markets, with interests spanning: Key Account Management, motivation via incentive programs; factors affecting commitment, turnover, and sales force productivity; identifying managerial and company characteristics associated with enhanced productivity.

International (key account management focused): China is my primary country of focus. Issues in effectively managing the MNC sales effort; applicability of models of national culture on design of sales practices between nations; challenges facing Chinese executives in areas of distribution and sales.

Ethics/Problematic Behaviors (within context of sales function): The effects of management initiatives on behaviors; research has expanded to Canada and Mexico using MNC's sales groups.

Supply Chain/Relationship Management: Consumer perceptions of, and responses to, Alliances, Channel relationship development and disengagement processes; motivating channel members. Currently involved in research examining how MNCs manage global supply (systems/processes).

Quality Management: A theme that is at the core of all of the above focal areas. My interest in this area has led to several co-authored articles urging a total quality mandate for all functional areas, especially marketing.

Work In Process/Under Review

- Li, Ning, and William H. Murphy (201X), " Religious Affiliation, Religiosity, and Academic Performance of University Students: Campus Life Implications for U.S. Universities," Revision underway (August, 2017) following request for revise and resubmit at *Religion & Education*.
- Golgeci, Ismail; Murphy, William A; Johnston, David A., (201X), "Cultural influences on power-based behaviors in global supply chain relationships: A multi-level theorization," Under review for EIBA 2017 Milan Conference (European International Business Academy), December, 2017.
- Gehlert, Kelsey, and William H. Murphy (201X), "Canadian University Students' Views of Sales as a Career," preparing manuscript for *Journal of Education for Business*.
- Murphy, William H. and Ceradwyn Youngson, 201X), "A Qualitative Study of the Factors Associated with Westerners Developing Successful Business Relationships in China: A Perspective from Canadian Expatriates," Presented at ASAC (Administrative Sciences Assn of Canada) 2015 Conference, target journal, *Journal of Global Mobility*.
- Murphy, William H., and Ning Li (201X), Key Account Management in China: Chinese and non-Chinese Perspectives on the Challenges Involved in Winning Key Accounts, data from over 100 executives being analyzed.
- Murphy, William H. (201X), "The Customer Centricity Emphasis of the most prestigious Quality Management Award: Practices of 16 Winners of the Baldrige National Quality Health Care Category," Analyzing applications of winners for customer engagement practices.
- Murphy, William H. (201X), "Handling the Unexpected While Striving for a Total Quality Supply Chain: An SME in Action," A multiple part case study being prepared for Ivey Business School Case Studies, London, Ontario. Taught the case in an MBA class, modifying case and developing teaching notes based on feedback.

Refereed Publications

- Gölgeci, Ismail, William H. Murphy, and David A. Johnston (2017), "Power-based behaviors in supply chains and their effects on relational satisfaction: A fresh perspective and directions for research." *European Management Journal*

- Murphy, William H., and Denis Leonard (2016), "Quality management (QM) leads to Healthier Small Businesses," *Journal of Small Business and Enterprise Development*, 23, 4, 1104 – 1119.³
- Murphy, William H. (2016), "Small and Mid-Sized Enterprises (SMEs) Quality Management (QM) Research (1990–2014): A Revealing Look at QM's Vital Role in Making SMEs Stronger," *Journal of Small Business & Entrepreneurship*, 1 -16 [DOI: 10.1080/08276331.2016.1166554
- Murphy, William H., and Ning Li (2015), "Government, company, and dyadic factors affecting key account management performance in China: Propositions to provoke research. *Industrial Marketing Management*, 51, 115-121.
- Murphy, William H., and Ning Li (2015), "Key Account Management in China: Insights from a Chinese Supplier," *Journal of Business Research*, 68, 6, 1234 – 1241.
- Li, Ning, and William H. Murphy (2013), "Consumer' Alliance Encounter Satisfaction, Attributions, and Behavioral Intentions," *Journal of Consumer Marketing*, 30, 6, 517 – 529.
- Li, Ning, and William H. Murphy (2013) "Prior Consumer Satisfaction and Alliance Encounter Satisfaction Attributions," *Journal of Consumer Marketing*, 30, 4, 371 - 381.
- Murphy, William H. and Ning Li (2012), "A Multi-Nation Study of Sales Manager Effectiveness with Global Implications," *Industrial Marketing Management* (41, 7, 1152 - 1163.
- Murphy, William H. and Monica Popa (2012), "To Recall or Not To Recall a Flawed Product: Corporate Responses and Consumer Perceptions of Toy Recalls," *Psychology Research*, 2, 6 (June), 325 - 335.
- Li, Ning and William H. Murphy (2012), "A Three Country Study of Unethical Sales Behaviors," *Journal of Business Ethics*, 111, 2, 219 – 235.
- Murphy, William H. (2010), "An Inside Look at how Target Ensures Quality in a Complex Supply Chain," Feature article in *Quality Progress*, June, 22 - 29.
- Murphy, William H. and Denis Leonard (2009), "Quality Management: A Fixture or a Vital Process?," *Strategic Change*, 18, 5-6 (August), 209-220.

³ Since Q4 2016 publication, this paper has been downloaded 1,940 times and discussed at length in the official Baldrige blog of the [National Institute of Standards and Technology](#) and in an online forum by a [Harvard scribe](#).

- Bourassa, Maureen and William H. Murphy, (2009), "Hollander's Sales Devices Throughout the Ages, From 2500 B.C. to 1953 A.D.," *Journal of Historical Research in Marketing*, 1,1 (March), 171 – 177.
- Murphy, William H. and Peter Dacin (2009), "Sales Contest Research: Business and Individual Difference Factors Affecting Intentions to Pursue Contest Goals," *Industrial Marketing Management*, 38, 1 (January), 109-118.
- Murphy, William H., Peter Dacin, and Neil Ford, (2004) "Sales contest effectiveness: an examination of sales contest design preferences of field sales forces," *Journal of the Academy of Marketing Science*, 32, 2 (Spring), 127-143.
- Murphy, William H. (©2002; print 2004), "In Pursuit of Short-Term Goals: Anticipating the Unintended Consequences of Using Special Incentives to Motivate the Sales Force," *The Journal of Business Research*, 57, 11 (November), 1265-1275.
- Murphy, William H. (1999), "Hofstede's National Culture as a Guide for Sales Practices Across Countries: The Case of a MNC's Sales Practices in Australia & New Zealand," *Australian Journal of Management*, Summer, 37-58.
- Murphy, William H., and Peter A. Dacin (1998), "Sales Contests: A Research Agenda," *Journal of Personal Selling & Sales Management*, 18 (Winter), 1-16.
- Murphy, William H. and Sidney Sin-Lai Tang (1998), "Continuous Likability Measurement: A Potent Technique for Developing Effective Television Advertising," *Marketing Research*, Summer.
- Murphy, William H. and Linda Gorchaels (1996), "How to Improve Product Management Effectiveness," *Industrial Marketing Management*, 25, 47-58.
- Murphy, William H. and Ravipreet S. Sohi (1995), "Toward a Greater Understanding of Salesperson Perceptions About Sales Contests," *European Journal of Marketing*, 29 (13), 42-66.
- Murphy, William H. and Sidney Sin-Lai Tang (1993), "Executive Development Programs: Insights for Planners and Concerned Administrators," *Journal of Education for Business*, 68 (January/February), 1984-1989.

Refereed Case Publication

- Murphy, William H. (2014), "LEDALS Redistributor: Enacting Policies that Frustrate Salespeople and Customers," Case Study & Notes for Instructors; Ivey Publishing, Ivey Business School, London, Ontario; a peer reviewed case study (Case #9B14A052).

Academic Conference Peer Reviewed Papers & Presentations

- 2017 Gölgeci, Ismail, William H. Murphy, David A. Johnston, (2017), “A Fresh Look at Familiar Constructs: Power-based Behaviors and Relational Satisfaction,” *Winter American Marketing Association Conference*, Orlando, FL, (February).
- 2016 Murphy, William H. (2016), “University Students’ Attitudes toward the Sales Profession: A Qualitative Study,” *2016 International Academic Business Conference*. Orlando, Florida (January).
- 2015 Phillipow, Ken, and William Murphy (2015), “SME's Offshoring Processes: Opportunities for Business Advantage,” *31ST International Business Research Conference*, Toronto, Ontario (July).
- 2015 Li, Ning, and William H. Murphy, “Religion, Cultural Distance, and Academic Performance of Marketing Students: Policy Implications for US Education Internationalization and National Competitiveness Improvement,” *37th ISMS Marketing Science Conference*, Baltimore, MD (June).
- 2015 Youngson, Ceradwyn, and William H. Murphy, “A Qualitative Study of the Factors Associated with Westerners Developing Successful Business Relationships in China: A Perspective from Canadian Expatriates” *ASAC Conference*, Halifax, Nova Scotia (June).
- 2015 Murphy, William H., “Learning Journals for International Study Tours: from Agnostic to True Believer,” In Proceedings *International Academy of Business Disciplines Conference*, Orlando, FL (March).
- 2014 Murphy, William H., and Ning Li, “A Key Account Management Research Agenda for China,” *Academy of International Business 2014 Global Marketing Conference* at Singapore (July).
- 2013 Murphy, William H., and Ning Li, “Dancing with Wolves or with Elephants: Key Account Management Insights from a Chinese Supplier and its Western Customers,” In Proceedings, *George Mason University “Competing in China” Conference* (April).
- 2013 Li, Ning, and William H. Murphy, “Consumers’ Alliance Encounter Satisfaction, Satisfaction Attributions, and Behavioral Intentions toward Each Alliance Partner Firm,” *Winter American Marketing Association Educator’s Conference*, Las Vegas, NV, USA (Feb).

- 2012 Murphy, William H. and Ning Li, "A Three Country Study of Unethical Sales Behaviors," *Academy of International Business Global Marketing Conference* at Washington, D.C., USA (July).
- 2012 Murphy, William H. "Effects of Toy Recalls on Consumer Information Search Behaviour, Attitude and Intentions," *Winter American Marketing Association Educator's Conference* (Feb), St Petersburg, FL, USA (Feb).
- 2011 Murphy, William H., "A Study of the Challenges Facing a Chinese Supplier to Global Customers," In Proceedings for the *2011 Annual Conference of China Marketing Science*, Guangzhou, China (Aug).
- 2011 Li, Ning, and William H. Murphy, "A Cross-Cultural Study of Unethical Sales Behaviors," In Proceedings, *Summer American Marketing Association Educator's Conference* (Aug).
- 2010 Murphy, William H., "The Effect of Corporate Response Strategies During Recalls: Does Being Proactive Matter? A Study of Corporate Actions During Toy Recalls on Consumer Information Search Behaviour, Attitude and Intentions," *Rupert's Land Symposium*, Saskatoon, SK (May).
- 2010 Murphy, William H. and Ning Li, "Cross-cultural Examination of Antecedents of Sales Manager Effectiveness: A Study of Salespeople in Six Countries," *Winter American Marketing Association Educator's Conference*, New Orleans, USA (Feb).
- 2006 Murphy, William H. and Denis Leonard, "TQM and Marketing as Natural Bedfellows: Do Senior Executives See the Connection?," *European Marketing Academy Conference*, 31st Annual Conference, Milan, Italy (May).
- 2003 Murphy, William H., "China and the New Face of Distribution: A Dynamic Uncertain Future Facing Chinese Executives," *European Marketing Academy Conference*, 29th Annual Conference; Glasgow, Scotland (May).
- 2000 Leadership Skills workshop; Presented to leadership team of Dalsin & Son, Inc., Las Vegas, Nevada (April).
- 1999 University of Chicago Executive Education Center; Presenter and Discussant on Marketing with a Quality Focus; Chicago, Illinois (Jan).
- 1993 - 1998 Additional Conference Presentations/Papers: European Marketing Academy Conference, 1998 (Stockholm, Sweden); European Marketing Academy Conference, 1997 (Warwick, England); Academy of Management, 1996 (Cincinnati, Ohio); Winter American Marketing Association Educator's Conference, 1996 (St. Petersburg, Florida); NZ Marketing Educators

Conference, 1996 (Wellington, New Zealand). European Marketing Academy Conference, 1993 (Aarhus, Denmark)

Invited Presentations & Seminars

- 2017 USASK; Working with ICT (Information and Communications Technology), program customized that incorporated ideas from Disney and Vanderbilt Customer Service workshops (one of the ICT leaders had attended workshops from these providers, leading to the request to incorporate some of the concepts from these programs). I then led four half day programs, with each attended by about 35 members of the ICT team. These programs are intended to advance ICT's aspirations of becoming more customer focused, enabling them to bring high levels of satisfaction to the clients they serve (June).
- 2017 CPBI (Canadian Pension & Benefits Institute), Saskatchewan 2017 Regional Conference, TCU Place; Presented to group of approximately 150 delegates (public and private sector pension and benefit plan sponsors, trustees, and administrators, insurance providers, wealth managers, brokers, consultants and other industry professionals). Session was titled *Customer-Centricity is the Path to Greatness* (April).
- 2016 Saskatchewan Mutual Insurance; two half-day programs, each with approximately 30 personnel, focused on building a more Customer-Centric business, (November). Instructor Rating overall, 4.89/5.00.
- 2016 USASK; Half day with College of Kinesiology Recreation Services. The session was spent with the Director, Coordinators, Assistants, Student Staff (approximately 20 people in total), (February).
- 2015 USASK; Half day with the Vice-President Finance and Resources (Greg Fowler) his leadership team (Cheryl Carver – Human Resources; Colin Tennent- Facilities Management; Shari Baraniuk – IT; Quintin Zook – Consumer Services; Judy Yungwirth – Corporate Administration; Jeffrey Dumba – Financial Services) and their leadership teams (approximately 40 people in total). We talked about institutional priorities, of which transitioning to a customer-centered culture is an important theme (November).
- 2015 W3 Conference. 45 minute talk at a breakfast meeting with ~80 attendees at the W3 Conference (comprised of Western University Financial Officers, Western Universities Supply Management Association, Western Association of Resource Planners). This was coordinated by Patrusia Rudy, Admin. Assistant to the Associate Vice President, Financial Services (September).

- 2015 USASK Human Resources Staff Retreat. A presentation and interactive session with ~35 staff focused on regaining a customer focus and identifying opportunities to improve (April).
- 2014 RAWLCO. A key note presentation with ~125 RAWLCO salespeople, managers, and senior managers, Saskatoon, SK
- 2014 RAWLCO. A presentation to 25 RAWLCO senior managers, April, Saskatoon, SK.
- 2013 College of Engineering seminar on Customer Centricity to staff members, approximately 25 attendees; University of Saskatchewan, Saskatoon, SK (February).
- 2012 Canadian International Council invited presentation to executives – Insights on Doing Business in China, Saskatoon Club, Saskatoon, SK (January).
- 2011 Human Resources & Media Access and Production (eMAP) Personnel – Developing a Customer Focus to ~30 professionals, eMap Studio, University of Saskatchewan, Saskatoon, SK (June).
- 2011 Media Access and Production (eMAP) Personnel – Developing a Customer Focus to ~35 professionals, eMap Studio, University of Saskatchewan, Saskatoon, SK (April).
- 2011 Edwards Friday Seminar Series – Customer Centricity presentation to 17 professionals, K. W. Nasser Centre, Saskatoon, SK (March).
- 2010 SIGA Management Symposium, presentation to 45+ managers, Delta Bessborough Hotel, Saskatoon, SK (December).
- 2010 Midtown Plaza Annual Tenant Meeting; *Doing Good Work Always Matters!* (making your business will thrive this Christmas season), 170 retail managers/owners (October).
- 2010 Horizon Laser Vision Center AGM, *Customer Centricity* to 80+ shareholders, Delta Bessborough Hotel, Saskatoon, SK (April).
- 2009 Session Leader for The Effective Executive; *Customer-Centricity: An Essential Driver of Success*. Retreat held in Prince Albert National Park, SK (May).
- 2008 Edwards MBA Alumni Reception; *Customer-Centricity: An Essential Driver of Business Success*, Faculty Club (October).

Book

Murphy, William H. (2010), *Doing Good Work Matters!*, Tate Publishing, LLC, Mustang, Oklahoma.

Murphy, William H. (2010), Teaching Materials for Doing Good Work Matters!, accessed at www.williamhmurphy.com.

Case Study Developed for International Business

Murphy, William H. (2016), “Handling the Unexpected While Striving for a Total Quality Supply Chain: An SME in Action” This case has been successfully used with an MBA class in IB. It is a multi-part case bringing to light issues in strategy, marketing, international supply chains (Chinese suppliers, transport companies, 3rd party QA firms, insurance carrier), and recovery activities following product failure. I also used it to introduce systems thinking related to operational excellence. It was developed from site visits to an SME; transcripts, extensive notes and company-provided documents, as well as pics/images evolved into a five-part case.

Nonrefereed Publications

Leonard, Denis & William H. Murphy (2009), “Examining Leadership: Turning Quality’s Eyes Upward,” *Quality Digest Daily*, August 4;
<http://www.qualitydigest.com/inside/quality-insider-article/turning-quality-s-eyes-upward.html>

Leonard, Denis & William H. Murphy (2009), “A Wake-Up Call: If Ensuring Customer Satisfaction Is Your Goal, You’d Better Be Focusing On Employee Satisfaction,” ASQ’s *Quality Management Forum*, 35, 2 (Summer), 12 - 14.

Leonard, Denis and William H. Murphy (2009), “Soapbox: Quality + Strategy = Survival,” *Quality World*, May, 10.

Leonard, Denis and William H. Murphy (2009), “Opinion: Same Emperors, Still No Clothes,” *Quality Digest: Inside Quality Insider*; June 16,
<http://www.qualitydigest.com/inside/quality-insider-column/opinion-same-emperors-still-noclothes.html>.

Murphy, William H. and Denis Leonard (2007), “TQM - Total Quality Marketing?,” *Quality World*, November, 28 – 32.

- O'Connor, Jr., Thomas W., and William H. Murphy, (2002), "Career Planning in Pharmacy," a guide for Career Services Professionals in Pharmacy provided online to all Pharmacy Schools in U.S.A., *PharmacyOneSource Press*.
- Murphy, William H. (2001), "A Pharmacy Director's Nightmare – Understaffed, With Too Few Applicants, and No Clear Solution," a case study for Human Resources teaching provided online to all Pharmacy Schools in U.S.A., *PharmacyOneSource Press*.
- Murphy, William H. (2001), "An Exercise in Searching For and Choosing a Pharmacy Job That is Right for You," a classroom exercise for Human Resources teaching provided online to all Pharmacy Schools in U.S.A., *PharmacyOneSource Press*.
- Murphy, William H. (2000), "Giordana Holdings Ltd: Dealing with Challenges in Recruiting and Retaining Skilled Salespeople ," Adapted from case prepared by Swee Hoon Ang, National University of Singapore for use at CEIBS Sales Management Programs, Shanghai, P.R.C..
- Murphy, William H. (1998), "Building Strong Customer Relationships Through Partnership Selling," *Babson Entrepreneurial Review*, Spring/Summer, 3 – 4, 12.
- Murphy, William H. (1992), "WBYL/Z108 Radio Station," a case in G. A. Churchill, Jr, N. M. Ford and O. C. Walker, Jr. eds., *Sales Force Management* 4th Edition.
- Murphy, William H. (1992), "Midwest Business Forms, Inc.," a case study revision and update in G. A. Churchill, Jr, N. M. Ford and O. C. Walker, Jr. eds., *Sales Force Management* 4th Edition.
- Andrews, Jon Lee and William H., Murphy (1990), *Test Bank to Accompany Churchill, Ford, & Walker Sales Force Management*, 3rd Edition.

Online Work

- Murphy, William H. (2007 – Present), www.williamhmurphy.com launched and maintained, with resources added regularly for marketing students and marketing professionals.

Editorial Reviewing

- 1998 - Present *Journal of Personal Selling & Sales Management*
- 1997 - Present *Industrial Marketing Management*

Professional Affiliations

2015 – Present	Administrative Sciences Association of Canada
2010 – Present	Academy of International Business
1993 - 2008	European Marketing Academy
1991 - Present	American Marketing Association

Professional Service

2015	Interviewed by Scott Larson, <i>The StarPhoenix</i> Reporter; “Hundreds Impacted by Closure,” Target Store exit and effects on Saskatoon. Article appeared 1/16, 2015.
2015	Interviewed by Madeline Kotzer, CBC News; “Saskatoon Marketing Expert says Target Overshot Canada,” Story appeared 1/16, 2015.
2015	Session Chair, “Foreign Direct Investment, Growth and Governance,” ASAC, Halifax, Nova Scotia (June).
2015	Provided Lunch and Learn talk at <i>The Edwards Inaugural Alumni Jubilee</i> “They were ... enthralled with going back to the classroom with Dr. Murphy and learning how students are taught in 2015” (June).
2013	Session Chair, “Ins and Outs, Supply Chain and Exports,” <i>Annual Meeting of the Academy of International Business</i> , Istanbul, Turkey (July).
2013	Interviewed by Jonathan Charlton, <i>The StarPhoenix</i> Reporter. Topic was the pending arrival of Target stores in Saskatoon and impact on economy. Article posted on 27 June, “Strong anchors for Malls.”
2012	Session Chair, <i>Winter American Marketing Association Educator’s Conference</i> (Feb).
2010	650 CKOM/980 CJME Radio Interview on “John Gormley Live” with John Gormley, Saskatoon, SK, http://www.williamhmurphy.com/book_interviews.html
2010	CTV Interview on “News at Noon” with Jeff Rogstad, Saskatoon, SK, http://www.williamhmurphy.com/book_interviews.html

- 2010 CBC Radio Interview on “Blue Sky” with Garth Matteri, Saskatoon, SK, http://www.williamhmurphy.com/book_interviews.html
- 2009 Session Leader for The Effective Executive. Customer-Centricity: An Essential Driver of Success. Retreat held in Prince Albert National Park (May).
- 2009 Mentor for I3 Challenge Team. Met numerous times to help team develop business plan for uses of flax (fabric, etc.) (Spring)
- 2007; 2008 Session Leader for Meet the Editors of Non-AMA Journals – Tips on Getting Published
- 2006; 2007 University of Wisconsin-Madison Executive Education: *Doing Business in Greater China*
- 2002 – University of Wisconsin-Madison Executive Education: *Marketing Concepts for Non-Marketing Executives*
- 2007
- 2000 – University of Wisconsin-Madison Executive Education: *Marketing Communications: A Focus on Brand Building on the Web*
- 2007
- 1998 – CEIBS Executive Programs in *Sales Management, Key Account Management*; Jiaotong University, Mingang, Shanghai, P.R.C.
- present
- 2003 University of Wisconsin-Madison Executive Education: *Pricing Frameworks and Applications*
- 2003 University of Wisconsin-Madison Executive Education: Custom Program in Brand Building on the Web for TSI
- 2003 Mentor/Faculty Advisor for Thesis preparation by Honors student, George Meredith. Thesis: “The Process for Sales Territory Realignment”
- 2001 Mentor to university colleague pursuing a Post-Graduate Certificate in Teaching & Learning in Higher Education from the Institute of Educational Technology, School of Education, The Open University
- 2001 University of Wisconsin-Madison Executive Education: Business-to-Business e-Marketing
- 2000 - 2002 University of Wisconsin-Madison Executive Education: Sales Management Basics

University Service Activities

- 2014 Joined HKCBA's Canadian Delegation to Hong Kong for the Hong Kong Forum (December 2 – 4). Attended the joint CanCham – HKCBA Conference, developing broad network for ESB. Upon return, talked with our MBA international study tour team about including Hong Kong in the 2015 trip.

Faculty Advisor International Study Tour (MBA)

- 2012 Faculty member responsible for working with Hanlon Centre Director to plan and coordinate China trip. Roles included assistance in selecting site visits for Beijing and Shanghai, determining assessments for students, participating in pre-trip classes, conducting *Doing Business in China* seminar, evaluating post trip projects.
- 2011 Worked closely with the Hanlon Centre Director, having numerous discussions related to ways to make the experience consistent with the well-received China MBA trip of 2010. Included in our discussions were the best ways to plan the flow of the trip, i.e., balancing travel days, company visits, sightseeing activities, etc. Met with MBA students on several occasions preceding the trip, including conducting *Doing Business in China* seminar.
- 2010 Faculty member responsible for planning and coordinating entire China trip. Roles included selecting site visits for Beijing and Shanghai, selecting Chinese travel agency and coordinating all lodging and in-country travel requirements, determining assessments for students, overseeing pre-trip classes, conducting *Doing Business in China* seminar, evaluating post trip projects.

Honours Project Mentor

- 2014/15 Honour Student Project; Kenneth Pillipow, “Saskatchewan SME's offshoring processes: Opportunities for Business Advantage,” Completion expected May, 2015
- 2011/12 Honour Student Project; Ceradwyn Youngson, “Developing and Maintaining Successful Business Relationships in China: Attributes Which Canadian Expatriate Executives Identify as Drivers to Success in the Chinese Business Environment,” Completion May, 2012.
- 2010/11 Honour Student Project; Kelsey Gehlert, “A Qualitative Analysis of Students’ Perceptions of Sales as a Career” Completed May, 2011.

2009/10 Honour Student Project; Haydee Iglesias, “Implications of Toy Recalls for Consumer Behaviour, Trust and Loyalty” Completed May, 2010.

Hanlon Centre for International Business

Academic Director, Appointment January 2014 – June 2016.

Hanlon Scholar, 2009 - 2014

Developed and provided ongoing support for the Global Business & Advanced Global Business streams. Within two years of launching this initiative, GBS/AGBS has over 70 students pursuing certification.

Provide input for various activities of the Hanlon Centre, including surveys, determining speakers, developing promotional materials to support the centre, advising on website presence for the Centre, etc.

Established relationship with CANCHAM Shanghai; engaged CANCHAM in our MBA international trip and gained authorization for Hanlon/Edwards CANCHAM membership to continue relationship building.

Departmental, College and University Committees:

College Curriculum Committee (2016 – Present)

College Review Committee (2013 – 2016)

Teaching and Student Learning Engagement Committee (2010 – 2012)

Honours (2009 – 2012)

Recruitment (2009 – 2010)

Marketing Website (2009 – 2011)

Hanlon Centre for International Business

Named Scholar in June, 2009

Education

Ph.D., Marketing
University of Wisconsin-
Madison

M.S. Marketing
University of Wisconsin-
Madison

B.B.A.
University of Wisconsin-
Whitewater