Martha Jeanne Wilcoxson

OBJECTIVE

My objective as an educator is to foster a unique and valuable approach to corporate culture development with an emphasis on business ethics skills education. My seasoned career in financial management and industry compliance, as well as my ongoing academic research in business ethics education, gives me the ability to approach business education holistically. I am dedicated to the concept of delivering industry-specific culture and ethics training to current and aspiring financial professionals.

EDUCATION

Ed.D., Creighton University, Interdisciplinary Leadership **May 2019**
Dissertation: *"Perceived Ethical Challenges and Effective, Ethical Decision-Making Skills Used by Financial Planners and Investment Advisers in the U.S. Financial Industry"*
Committee: Dr. Kevin England and Dr. Jana Craft

M.S., Creighton University School of Law, Negotiated Conflict Resolution **Apr 2015**
Thesis: *"Design and Development of a Conflict Resolution Practice"*
Advisor: Mary Lee Brock

Graduate Diploma Management, University of Central Queensland **Apr 1984**
Major: Marketing

Graduate Diploma Tertiary Education, University of Southern Queensland **Nov 1982**
Thesis: *"The Evolution of the Binary System in Australian Tertiary Education"*

B.S., Oregon State University **Aug 1975**
Political Science/Public Administration

RESEARCH EXPERIENCE

Dissertation, Creighton University **2017**
Title: *"Perceived Ethical Challenges and Effective, Ethical Decision-Making Skills Used by Financial Planners and Investment Advisers in the U.S. Financial Industry"*
Advisor: Dr. Jennifer Moss-Breen

- Qualitative narrative research design that used a thematic analytic approach with an emphasis on creating and testing the most appropriate research questions.

- Refined telephone interview techniques with duel recording functions. These techniques focused on strengthening participants' understanding of the interview process and the value their conversations brought to the research.

- Developed a professional online survey, which was used for interviews with financial professionals who interface directly with clients. This unique space addressed the importance of moral obligation in decision-making.

- Effectively used of Atlas.ti qualitative data software in code construction, followed by a combination of manual and programmed theme development.

PROFESSIONAL TRAINING

Certified Regulatory and Compliance Professional (FINRA) **May 2008**
University of Pennsylvania, Wharton School of Business

Description: The Certified Regulatory and Compliance Professional (CRCP)® program is a two-year executive education program for compliance, legal, and regulatory professionals delivered by FINRA.

Mediation Skills Training Program **Feb 2011**
Northwestern University, Chicago, Illinois

Description: A 40-hour program designed to build techniques for effective mediation and negotiation in professional disputes.

Certified Financial Planner CFP® **Aug 2011**
Certified Financial Planning Board

Description: CFP® certification indicates professional standards and adherence to the principles of integrity, objectivity, competence, fairness, confidentiality, professionalism, and diligence when dealing with clients.

Certified Fraud Examiner® **Aug 2020**
Certified Fraud Examiner

Description: CFE® credential denotes proven expertise in fraud prevention, detection, and deterrence. CFEs are trained to identify the warning signs and red flags that indicate evidence of fraud and fraud risk. CFEs around the world help protect the global economy by uncovering fraud and implementing processes to prevent fraud from occurring in the first place.

CAREER HISTORY

Lecturer MBA Program Business Ethics **Jan 2020–Present**
Hasan School of Business, Colorado State University, Pueblo, Colorado

Financial Planner/Investment Adviser **Sep 2010–Present**
Wilcoxson Wealth Management, Pueblo, Colorado

- Corporate and private wealth planning for regional trust services.
- Sound knowledge of financial planning processes as applied to estate and trust services.

Financial Adviser **Aug 2000–Present**
Commonwealth Financial Network, Pueblo, Colorado

- Financial planning and wealth management for small business, corporations, and nonprofit organizations.

PROFESSIONAL AFFILIATIONS

Academy of Management **2016–Present**
ADR Hub **2013–Present**
Financial Planning Association **2009–Present**
Association of Certified Fraud Examiners **2018–Present**

PROFESSIONAL SERVICE

Colorado Department of Regulatory Agencies (DORA) **2018–Present**
Insurance Title Commission Member

Workplace Conflict Resolution Mediator **2015–Present**
Colorado NDR

Industry Arbitrator **2000–Present**
Financial Industry Regulatory Authority (FINRA)

VOLUNTEER SERVICE

Financial Planning Association **2006–Present**
Pro Bono Financial Planning, Colorado

Works with senior citizens to assist with debt management and to provide networking opportunities with legal and accounting professionals who can assist them gaining a thorough understanding of wills and estates.

Reviewer: Academy of Management **2019–Present**
Article submission review for Entrepreneurship, Conflict Management.

Mentor/Mentee Program: AOM/Entrepreneur Division **2019–Present**

Alpha Iota Sigma: Member and Mentor **2020–Present**
Honor society for undergraduate and graduate students enrolled in interdisciplinary academic programs.

COURSE DEVELOPMENT

Problem Solved©—An Engage and Learn Approach to Industry Ethics Training

A four-week course that focuses on identifying problems, creating dialogues, and solving problems faced by financial advisers through a non-biased online community of practice.

The course is designed to:

- Help financial advisers explore problems posed by clients as well as topics relating to firms, the industry, the economy, and personal needs.
- Provide a limited forum for adviser examples.
- Solicit peer feedback in a non-biased and non-threatening environment.
- Provide an alternative to traditional online ethics continuing education for the financial industry.

INDUSTRY

Colorado NDR (Negotiated Dispute Resolution) **2013–Present**
www.coloradondr.com

Author of the small firm dispute resolution and culture development blog, *Colorado NDR*. Topics addressed include employee development, firm culture development, business ethics, employee-firm and employee-employee dispute resolution, and leadership development.

ColoradoNDR.com Blog Articles (recent):

- Design for Justice: Community Mediation
- Community Mediation: Unique, Arduous, Rewarding
- We Are on the Brink - COVID 19
- The New Normal: An Opportunity to get Stronger, Smarter, Kinder and Happier

- The Mystery of Arbitration - We like “Appropriate” Arbitration
- Team Resilience in Times of Stress – the Role of the Transformational Leader
- Congregational Crisis
- Ethical Issues in Business: I’m Here to Vilify the Investment Adviser Industry
- Business Ethics - Moving Through the Yellow Light
- See Expert Conflict Resolution on a Ride Along with Pueblo City Police
- Finally - Enabling Business Ethics
- Employee Leadership Development
- Situational Leadership – How Do You Teach Determination?
- Business Ethics in Financial Institutions
- POA - Not Just for Aging Relatives
- The Art of Saying “No” For Positive Company Culture
- The Yin Yang of Corporate Culture - Look for Balance Not Bliss
- Who is Responsible? Is it Ethics, is it Leadership?
- Regulatory Compliance – Small Business’s Biggest Buzz Kill (or is it?)
- Authentic Leadership, Earning Trust and Respect
- Governance as Leadership in Rotary International
- Attention all Organizations - Train your Managers to be Mediators!
- Office Culture: What’s the Temperature of Your Office?
- Message for Positive Corporate Culture: No Gossip on My Watch
- When it comes To Conflict Resolution, Is There a Cure for Hostility?
- Online Dispute Resolution Methods for Employee Conflict