



THOMAS MORE UNIVERSITY

Make It More.

Essential Tools for Employers **Professional Development Presentations**



THOMAS MORE UNIVERSITY OFFERS EMPLOYERS VALUABLE PROFESSIONAL DEVELOPMENT TOOLS DELIVERED BY FACTULTY EXPERTS AT YOUR SITE

Please share this information with the person in your organization that oversees professional development. The presentations listed within allow you to "check the box" on professional development. These presentations are delivered in one-hour increments, with or without a workshop, and can be catered to fit your needs. The skills learned are immediately useful for people at all levels of your organization.

As a professional with over 20 years of human resources experience, I know the value of continuing education and professional development in attracting, retaining, and engaging employees. The knowledge employees gain by an organization's investment in professional development is a win/win as both reap the benefits of encouraging innovative thinking, building a pipeline of future leaders, and most importantly, keeping employee and employer competitive. In short, it makes an organization stronger on many levels.

Contact me to discuss professional development presentations for your employees held at your location or at Thomas More University.

Good health to you and yours,



Debby Shipp
Director of Corporate Engagement & Co-op Education
Robert W. Plaster College of Business
Thomas More University
shippd@ThomasMore.edu (859)835-6003

Thomas More University Currently Offered Presentations

Getting Your Point Across: Making Effective Presentations

How to Communicate Effectively Across Lines of Differences

Developing A Measured Approach To Decision Making At Work

Leadership: Thriving Despite Crisis, Disasters, & Emergencies

Effective Conflict Management

Supervision and Management

Building Teams With Effective Management

Managing A Remote Workforce

The 5 Fatal Flaws and 9 Secrets For Successful Negotiations

The Four Functions of Outcome

Workplace Stress and Burnout

Harassment

Improving Your Emotional Intelligence

Understanding Persuasive Leadership

Customer Service and Failure Recovery

Cultivate Wellness: A Workshop For A Healthier You

They Psychology of De-escalation: Practical Tactics

Leadership: The Power of MICEE

Apply Process Improvement Tools To Improve Outcomes

Sessions can be created specifically for your organization

Thomas More University Professional Development quotes from participants and session organizers

Dave Schroeder, Executive Director of Kenton County Public Library said, "Professional development is a key component to any business in today's work environment. I utilized the expertise of Thomas More University to provide training for my administrative team. The instruction was engaging, clear, and crafted to the needs of our organization. Sessions allowed for a dialog that resulted in sharing and connections that benefited all who took part. In an era of fast-paced decision making and constant change, Thomas More University provides an expansive selection of learning opportunities for businesses and institutions of all sizes and types. I could not have been more pleased with the training we received, the follow up opportunities, and the attention to detail provided."

Mubea Employees said, "I have enjoyed these sessions. They have been beneficial. It is nice to be able to share information and shared experiences back and forth with members of other buildings."

"I have found the training to be very beneficial. I have learned quite a few things that have been immediately useful in my day to day. This series of training sessions have been very helpful in my leadership at Mubea. The subject matter covered is very relatable to situations that we see. Thomas More and their professors have done a great job with this program and I believe everyone that is able should go."

Boone County Fiscal Court Emerging Leaders Participants said,

"The presenters really know how to capture your attention, which is key to staying engaged in the presentation".

"It is nice to have additional tools when handling difficult situations. There is so much of that these days, it can be hard to find the right line."



Thomas More University Professional Development quotes from participants and session organizers

Janie Oliver, COO OrthoCincy Orthopedics & Sports Medicine said,

"I would highly recommend Thomas More Professional Development Sessions! They provided our staff with practical information, tailored the session to our business and made sure every question was answered. I think any professional would benefit from these sessions."

Nancy Conrad, Chief Operating Officer, Five Seasons Family Sports

Club said, "The Thomas More University Business Development Program has been such a gift to my team and leaders within the organization. The "subject matter experts" have provided and help refresh skill sets that I appreciate as a business unit leader. In addition, they have enjoyed this fun learning experience that has built camaraderie amongst the team. Very thankful and appreciative of the broad scope of topics and the source to invest in my team."

Natalie Ruppert, MLIS, Certified Workforce Development Professional Manager, Career and Job Services Division, Kenton County Public Library said, "Several exceptional professors from the Thomas More University Professional Development Presentation Series were highly influential in helping participants in the Kenton County Public Library's job search support group (NKYAG) move forward in their career transitions. Each of the professor's presentations highlighted salient skills and tools that professionals need to bring to the table to operate in today's rapidly changing business environment."



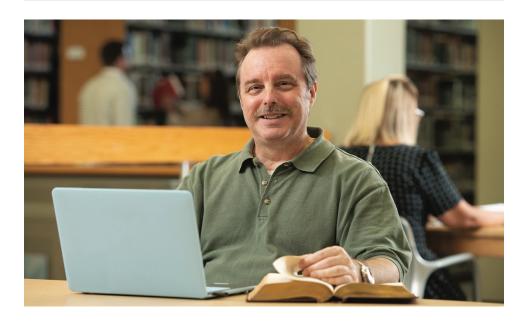
Presented by Bruce Rosenthal, Ph.D.

Getting Your Point Across: Making Effective Presentations

When you do presentations are you truly getting your point across? Are you engaging your audience? This session will help you engage & excite your audience. You will learn to get your point across – in the best possible way.

BRUCE ROSENTHAL, Ph.D.

Bruce Rosenthal, Ph.D., is dean of the Robert W. Plaster
College of Business. Rosenthal earned a Bachelor of
fine arts from Syracuse University, a Master of Business
Administration in international business at Rutgers
University, and a doctorate in health policy from the
University of the Sciences in Philadelphia. Throughout his
career, he has been a champion of creativity and innovative thinking, realto-life experiential courses and programs, diversity and inclusion initiatives,
varied and intensive resource recruitment strategies, and introducing
business sustainability programs.



Presented by Caitlin Powell, Ph.D.

How To Communicate Effectively Across Lines of Differences

We work in an increasingly global society where diversity can be experienced on multiple dimensions. Our workplaces can have a wide range of employee backgrounds, identities, and ideologies. This session will show you how to communicate effectively across lines of difference, how to engage in challenging conversations effectively, and how to set norms during group discussions and meetings to ensure civility and equity. You will discuss the value of empathetic listening, how to establish mutual respect, and how to use "metaconversation" tools to diffuse tension and community.

Dr. Caitlin A J. Powell

Dr. Caitlin A. J. Powell received her PhD in Experimental Psychology with an emphasis on social psychology from University of Kentucky. Dr. Powell previously taught at Georgia College & State University and Saint Mary's College of California before settling in Northern Kentucky to teach at Thomas More University, where she currently chairs the Psychology department. Her research focuses on social emotional and social comparative processes, including the emotions of envy, jealousy, and schadenfreude, moral judgements, and moral distress. In addition to her academic research, Dr. Powell regularly publishes and presents on teaching best practices and undergraduate mentorship, and leads professional development sessions on burnout, effective communication across lines of difference, and conflict resolution in the Greater Cincinnati and Northern Kentucky region.





Presented by Anthony Schumacher, Ph.D.

Developing A Measured Approach To Decision Making At Work

Many Employees struggle with determining if a battle is worth fighting, or as popularly termed "A hill worth dying on." Employees must be guided along the path toward determining the hills that are worth dying on and those that are not. The determination can often be made by looking through four different lenses that overlap: legal, ethical, possible outcomes, and organizational impact. This presentation will include a workshop where each participant will discuss a difficult situation that they typically encounter at work. Using the methods discussed in the workshop, participants will determine the best solution to a difficult problem. Learning outcomes in this presentation include:

- -Develop a decision-making process to help decide the value of escalation
- -Consider possible outcomes for each situation
- -Create a matrix examining legal, ethical, possible outcomes, and organizational impact.

Dr. Anthony Schumacher

Anthony Schumacher is an assistant professor and chairperson of Organizational Management and Ethical Leadership at Thomas More University. He teaches undergraduate and graduate courses in the Robert W. Plaster College of Business and has served as an academic administrator for many years. He has published in areas concerning leadership turnover, effective teamwork, leading by example, and critical thinking. Dr. Schumacher has conducted workshops for regional government, non-profit, and corporate organizations.





Presented by John D. (Jack) Rudnick, Jr., Ed.D.

Leadership: Thriving Despite Crisis, Disasters, and Emergencies

Leadership during crises, disasters, and emergencies is complicated by many variables. Volatile, uncertain, complex, and ambiguous cultures contribute to the uncertainty that is perplexing to many. An awareness and application of leadership (and followership) styles are needed that align with the circumstances and climate of the times. This presentation will cover and provide an opportunity to reflect on the three phases of crises: precrisis, crisis event, and post crisis; and how leaders and subordinates can adapt to calamities.

JOHN D. (JACK) RUDNICK, JR., Ed.D.

John D. (Jack) Rudnick, Jr., Ed.D., has a wide and varied background. His experiences include: U.S. Navy Medical Service Corps officer; academic research and publications; graduate and undergraduate academic program directorship; higher education and healthcare operations/consulting; licensure in residential commercial real estate; active



Kentucky long term care administrator; Fellow in the American College of Healthcare Executives; and Lean Six Sigma Master Black Belt certification.



Presented by Robert Arnold, Ph.D.

Effective Conflict Management

In a workplace filled with different personalities, perspectives, and viewpoints, conflict is inevitable. This session focuses on the skills necessary to develop a positive, constructive, and effective approach to managing conflict. The benefits of understanding and applying the art of conflict management is better communication between employees leading to a more productive work environment. This session's core objectives include understand the nature of conflict; identifying the causes of conflict; utilizing successful conflict management strategies; and building a stronger and better equipped workforce.

ROBERT ARNOLD, J.D., Ph.D., MBA

Robert Arnold, J.D., Ph.D., MBA, teaches business law, and sports and entertainment marketing to undergraduate students, as well as law and negotiation in the Master of Business Administration program. He served as interim dean for the College of Business, chairperson of the division of business and accounting, and chairperson of the Department of Business Administration.





Presented by Carrie Jaeger, Ph.D.

Supervision and Management

Essential supervisory skills and knowledge of effective supervision are necessary in the dynamic workplaces of the 21st century. In addition to planning for scarce resources and ensuing productivity, supervisors will have a responsibility to understand not only what is happening within their own sphere of control but also its relationship to the larger organization. This session will explore diversity in the workplace, understand the relationship between motivation and performance, practice setting clear expectations, discuss providing feedback, and evaluating and correcting performance, examine a supervisor's roles in change management, and gain insight into participants personal leadership.

CARRIE JAEGER, Ph.D., MBA

Carrie Jaeger, teaches both undergraduate and graduate programs at Thomas More University. Her main areas of focus include courses in the management discipline, including teamwork, supervision, organizational behavior, and the undergraduate and graduate leadership courses. She also works on accreditation projects for the university.

Jaeger's research centers around process improvement initiatives for organizations and higher education student success initiatives.



Presented by Anthony Schumacher, Ph.D.

Building Teams with Effective Management

Managers create an environment where their employees thrive. This is done through the implementation of a positive workplace culture. Building on culture creation, participants learn about effective teamwork, and the responsibilities and characteristics of dependable team members with the goal of organizational success and mission fulfillment in mind.

Dr. Anthony Schumacher

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Presented by Charles Zimmer, Ph.D.

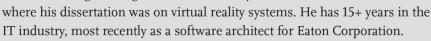
Managing A Remote Workforce

Because of technology, the world has gotten smaller. No longer do we need to be in the same city, much less the same building to be a part of a work team. As the pandemic showed, we do not even need to leave our homes to accomplish most of what our job requires us to do.

But much like the telephone, fax machine, computer, and cell phone have changed the way we work and manage our workforce, so too has the age of remote working. This session will discuss ways to communicate correctly for the situation, foster teamwork, collaboration, and trust with your remote team, raise morale, and improve productivity.

CHARLES ZIMMER, Ph.D.

Charles Zimmer, Ph.D., completed a Bachelor of Science in computer engineering from the University of Central Florida, a Master of Science in software engineering from the University of Toledo, a Master of Business Administration from Thomas More University, and a doctorate in computer science and engineering from the University of Cincinnati where his dissertation was on virtual reality systems. He has 1





Presented by Bruce Rosenthal, Ph.D.

The Five Fatal Mistakes & Nine Secrets for Successful Negotiations

Negotiations skills are essential for anyone in the business world. In this session, you will learn how to avoid fatal negotiation pitfalls and hone and sharpen your negotiation skills.

BRUCE ROSENTHAL, Ph.D.

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College of Business. Rosenthal earned a Bachelor of
fine arts from Syracuse University, a Master of Business
Administration in international business at Rutgers
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career, he has been a champion of creativity and innovative thinking, realto-life experiential courses and programs, diversity and inclusion initiatives,
varied and intensive resource recruitment strategies, and introducing
business sustainability programs.



Presented by Anthony Schumacher, Ph.D.

The Four Functions of Management

This presentation will cover planning, organizing, leading, and controlling. Planning involves setting goals and determining how to accomplish them. Organizing is the process of arranging resources to work together to complete goals. Leading motivates members to work in the best interests of the organization. Controlling involves monitoring and correcting ongoing activities to facilitate goal attainment. The Core Objectives of this presentation include creating SMART Goals in the planning process; establishing an environment conducive to accomplishing shared goals; influencing others to place organizational interests above self-interests; and staying involved in the ongoing process.

Dr. Anthony Schumacher

Anthony Schumacher is an assistant professor and chairperson of Organizational Management and Ethical Leadership at Thomas More University. He teaches undergraduate and graduate courses in the Robert W. Plaster College of Business and has served as an academic administrator for many years. He has published in areas concerning leadership turnover, effective teamwork, leading by example, and critical thinking. Dr. Schumacher has conducted workshops for regional government, non-profit, and corporate organizations.





Presented by Caitlin Powell, Ph.D.

Workplace Stress and Burnout

The COVID-19 pandemic has brought to the forefront issues around workplace stress and burnout. Social Psychologist Dr. Caitlin Powell will present recent research on burnout during the pandemic that can provide greater insight into how the crisis has impacted workplace morale. In this session created for all industries, we will discuss the "warning signs" of burnout, the importance of perceived organizational support in reducing burnout, the impact of various types of emotional labor on burnout levels, and how emotion-based and problem-based coping leads to differences in burnout.

Dr. Caitlin A J. Powell

Dr. Caitlin A. J. Powell received her PhD in Experimental Psychology with an emphasis on social psychology from University of Kentucky. Dr. Powell previously taught at Georgia College & State University and Saint Mary's College of California before settling in Northern Kentucky to teach at Thomas More University, where she currently chairs the Psychology department. Her research focuses on social emotional and social comparative processes, including the emotions of envy, jealousy, and schadenfreude, moral judgements, and moral distress. In addition to her academic research, Dr. Powell regularly publishes and presents on teaching best practices and undergraduate mentorship, and leads professional development sessions on burnout, effective communication across lines of difference, and conflict resolution in the Greater Cincinnati and Northern Kentucky region.





Presented by Robert Arnold, Ph.D.

Harassment

As the interpersonal dynamics in the workplace continue to change, so does the potential for intentional and unintentional harassment. The existence of harassment not only leads to potential legal liability and financial loss, but also to low productivity, poor communication, and the potential loss of smart, hardworking, well-trained employees. This session is designed to improve awareness of inappropriate behavior and encourage a workplace that is respectful, productive, and free of harassment. Key take-aways are:

- Understand the three types of harassment: physical, verbal, visual.
- Distinguish between legally actionable harassment and irritating workplace behavior: neither of which are acceptable.
- Examine the dynamics of diversity, power, and roles which may lead to harassment.
- Diagnose and address harassment.

ROBERT ARNOLD, J.D., Ph.D., MBA

Robert Arnold, J.D., Ph.D., MBA, teaches business law, and sports and entertainment marketing to undergraduate students, as well as law and negotiation in the Master of Business Administration program. He served as interim dean for the College of Business, chairperson of the division of business and accounting, and chairperson of the Department of Business Administration.





Presented by Kristen Lovett, Ed.D.

Improving Your Emotional Intelligence

This presentation will cover the significance of emotional intelligence in relation to an individual's professional growth and success. It is a way of recognizing, understanding, and choosing how we think, feel, and act. It shapes our interactions with others and our understanding of ourselves- self-awareness. It defines how and what we learn; it allows us to set priorities; it determines the majority of our daily actions. This session will provide specific attention to situational examples of emotional intelligence and related core competencies. One of the primary goals is for participants to gain take-aways through firsthand applications and workshop activities.

KRISTEN LOVETT, Ed.D.

Kristen Lovett, Ed.D., received her doctorate in educational leadership from Northern Kentucky University with an emphasis on distance education from the University of Kentucky. She previously taught organizational leadership before coming to Thomas More University, where she teaches management courses for the Bachelor of Business



Administration within the Robert W. Plaster College of Business. In addition to her teaching career, Lovett worked over 25 years in aerospace and industrial automation.



Presented by Choe Sergent, Ph.D.

Understanding Persuasive Leadership

Persuasive Leadership is the ability to motivate, inspire, and unify a team to achieve a common purpose or goal. This session will include basic methods and delivery of persuasive communication skills. Included is an introduction to practical approaches that participants will be able to deploy in real-life scenarios. This will provide participants with the skills needed to overcome challenges and create opportunities to influence outcomes.

CHOE SERGENT, Ph.D.

Choe Sergent, Ph.D., received his doctorate in leadership and management from Campbellsville University. Sergent previously taught at Campbellsville University where he also served as assistant vice president of university outreach. Sergent currently serves at Thomas More as an assistant professor of organizational management and ethical leadership. Sergent's research focuses on leadership in the nonprofit sector.



Presented by Ryan Maloney, Ph.D.

Customer Service & Failure Recovery

This engaging session will focus on the intricacies involved in customer service, and how it can lead to retention and brand loyalty. The connection between a customer's first impression of a company and their retention has been highlighted consistently in academic journals. The first part of this session will teach your employees the best practices to ensure you make a lasting impression and the second portion will spotlight scenarios when service can go wrong, and how you and your company can recover to avoid losing customers. The goals of this workshop are that all participants leave feeling comfortable with:

- Introducing your brand to new customers
- Creating connections that lead to repeat customers
- Turning repeat patronage into loyal customers
- Retaining customers when expectations are not met

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Ryan Maloney, Ph.D.

Dr. Ryan Maloney teaches Hospitality Management as well as a variety of business administration courses. His experience comes from over a decade of working with highly renowned hospitably brands such as the Ritz-Carrolton, Marriott International, Delaware North, and Walt Disney World Resorts. He received his Doctorate from Texas Tech University while simultaneously consulting on the opening of a local craft brewery.





Presented by Kaitlin Vollet Martin, Ph.D., MPH

Cultivate Wellness: A Workshop for a Healthier You

A healthy workforce is a more productive one. Employees who are physically and mentally well tend to be more engaged, focused, and energetic, leading to increased efficiency and job satisfaction. This interactive wellness workshop is designed to empower participants with knowledge and practical tools to enhance their overall well-being. Throughout the workshop, we will explore various aspects of wellness including nutritional and physical health, mental and emotional well-being, environmental wellness, and social and community engagement. These sessions will inspire positive lifestyle changes and create a supportive community focused on wellness.

KAITLIN VOLLET MARTIN, PhD, MPH

Kaitlin Vollet Martin Ph.D., MPH is the director of the public health program at Thomas More
University. She earned her master's in public health from the University of Louisville and her Ph.D. in
Epidemiology from the University of Cincinnati. Her research focuses on environmental exposures,
neurological health, and health disparities. Dr. Vollet Martin has conducted collaborative research with
the University of Kentucky, the National Institute of Child Health and Human Development, the
Environmental Protection Agency, and Cincinnati Children's Hospital Medical Center. Currently, she
teaches graduate courses in public health communication, environmental health, epidemiology, and
data analytics.





Presented by Caitlin Powell, Ph.D.

The Psychology of De-escalation: Practical Tactics

The Challenge of Civility: In recent years, many employees who are customer-facing have reported increases in customer incivility, anger, and combativeness. What is the next step when an employee faces an irate customer? How can we resolve the situation safely, peacefully, and realistically?

Workshop

Each participant will role-play a challenging customer experience and will work to de-escalate the situation using the techniques and tactics discussed in the presentation.

Learning Outcomes

- -Develop a quick initial assessment of red flags
- -Explore psychological theories of aggression, conflict, and conflict resolution
- -Discuss multiple strategies of de-escalation both over the phone and in person

Dr. Caitlin A J. Powell

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Presented by Bruce Rosenthal, Ph.D.

Leadership: The Power of MICEE

"What do you expect from a leader you would follow not because you *have* to but because you *want* to...?" In this session you will learn the MICEE way to become a leader others want to follow. The MICEE five core practices are: Model the Way, Inspire a Shared Vision, Challenge the Process, Enable Others to Act, and Encourage the Heart.

BRUCE ROSENTHAL, Ph.D.

Bruce Rosenthal, Ph.D., is dean of the Robert W. Plaster College of Business. Rosenthal earned a Bachelor of fine arts from Syracuse University, a Master of Business Administration in international business at Rutgers University, and a doctorate in health policy from the University of the Sciences in Philadelphia. Throughout his



career, he has been a champion of creativity and innovative thinking, real-to-life experiential courses and programs, diversity and inclusion initiatives, varied and intensive resource recruitment strategies, and introducing business sustainability programs.



Presented by John D. (Jack) Rudnick, Jr., Ed.D.

Apply Process Improvement Tools To Improve Workplace Outcomes

The essential advanced functions of work productivity include problem solving critical thinking skills development, communication, and conflict management. Morale, outcomes, timeliness, and clarity of expectations are among common measures used by employers to evaluate the effectiveness of groups and teams in the workplace. This program advances the level of team collaboration to the "next level" by applying performance improvement tools to workplace scenarios. The purpose is to illustrate the benefits of rallying around common goals and objectives that ultimately can reduce unnecessary work tasks and optimize reimbursement. I this session Learners will work collaboratively to examine their workplace style in relation to themselves and co-workers; and, how effectiveness can be further improved by applying selected process improvement tools.

JOHN D. (JACK) RUDNICK, JR., Ed.D.

John D. (Jack) Rudnick, Jr., Ed.D., has a wide and varied background. His experiences include: U.S. Navy Medical Service Corps officer; academic research and publications; graduate and undergraduate academic program directorship; higher education and healthcare operations/consulting; licensure in residential commercial real estate; active



Kentucky long term care administrator; Fellow in the American College of Healthcare Executives; and Lean Six Sigma Master Black Belt certification.





Thomas More University's College of Business EMERGING LEADERS SESSIONS

YOUR organization can take proactive steps to develop YOUR employees that want to be considered for future leadership positions. By providing a series of professional development presentations, YOU can create an organization that attracts, retains, and engages emerging leaders.

Regional Organizations have collaborated with Thomas More University's College of Business to design and deliver the Emerging Leaders professional development sessions. The series encourages innovative thinking, builds a pipeline of future leaders, enhances careers, and most importantly, helps their organizations thrive.

Thomas More University's Emerging Leaders sessions can help YOUR organization's employees improve their leadership skills so they may be considered for future leadership positions.

This series of professional development sessions helps your employees empower the people they may lead in the future, making it possible for your teams to meet and exceed expectations.

For more information contact:

Debby Shipp
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Need to find funds for your team's
Professional Development needs?
Update your existing tuition
reimbursement policy to include University
Level Professional Development Sessions.

"university level professional development is now included in our tuition reimbursement policy"

For more information contact:

Debby Shipp
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(859)835-6003



Don't see a presentation that fits YOUR professional development needs?

Professional development presentations can be curated especially for your organization.

Presentations can be held at your worksite, at Five Seasons Family Sports Club, or at the conveniently located
Thomas More University Campus in Crestview Hills, Kentucky.

For more information contact:

Debby Shipp
Director of Corporate Engagement

<u>shippd@ThomasMore.edu</u>

(859)835-6003



PRESENTATIONS ALSO AVAILABLE CURATED SPECIALLY FOR YOUR ORGANIZATION

Contact Debby Shipp to discuss how you can have professional development for your employees at your location or on Thomas More University's campus.



Robert W. Plaster College of Business

thomasmore.edu | 333 Thomas More Pkwy., Crestview Hills, Ky. 41017







