



**At RIT, our passion is seeking innovative and creative solutions** to some of the world's greatest challenges. We've assembled some of the most brilliant minds – professors, researchers, and students – across several disciplines at one of the most sophisticated and high-tech campuses in the world. We have channeled all of that energy and our immense resources into one thing: the creation of new knowledge.

For over 180 years RIT has been a launching pad – propelling its graduates into brilliant careers where they can apply their own passion for innovation and creativity to real-world problems and creating beautiful solutions. Our management development programs are an extension of our core mission.

**In addition to the above, we offer the following benefits:**

- Customizable Content
- Safeguarding of Proprietary / Sensitive Information
- Expert Professionals

**Results:**

Our programs give employees the necessary tools, confidence, and energy to: think strategically; redefine products; target new markets; cut costs; streamline supply chains; work collaboratively, to name just a few. More importantly, program participants feel empowered to initiate the changes necessary to ensure that the organization is continuously moving in the right direction.

Participants in the RIT Dubai Management Development Certificate Program can expect to enhance their skills in a wide variety of business topics, including: leadership, customer relationship management, service innovation, finance, and project management. The Program consists of six workshops. Each of the first five workshops focuses on a specific business discipline while the sixth workshop consists of a dynamic business simulation that incorporates aspects of each of the previous workshop and challenges participants to apply what they've learned in a simulated "real-world" setting. The sixth workshop will strengthen participants' new skills using realistic and challenging business simulations and serves as a "capstone" experience for the Program.

**Workshops can be customized to include the following themes:**

**1. Innovative Leadership**

- Discover the innovative leader in you
- Developing a Creative Mindset
- Leading People with Different Creativity Styles

**2. Finance and Accounting for Decision Makers**

- Develop and use financial information to plan and control an organization's activities
- Capital Budgeting Forecasts and Decisions
- Capital Markets and the Economic Outlook

**3. Strategies in Service Management**

- Design and deliver value to customers and key stakeholders
- Concepts and principles of competitive strategies in service-centered organizations
- Effective tools and techniques for maintaining a competitive advantage in a service environment

**4. Customer Relationship Management**

- Create customer value
- Develop a customer-centered culture
- Identifying and analyzing cultural and environmental differences that impact customer relationships

**5. Operations and Project Management**

- Capacity planning, process selection, and work design
- Quality management and quality control
- Variables for success and project planning

**6. Strategic Decision Making: A Total Enterprise Simulation**

- Fact-based decision-making methods
- Cross-functional thinking: managing an entire organization
- Building and testing a strategic plan

# Management Program Experts

## Dr. Bob Barbato

Dr. Bob Barbato, professor of management specializing in the areas of: ethics, entrepreneurship, and organizational behavior has served on the Editorial Review Board of the Journal of Business and Entrepreneurship. His publications have appeared in journals such as: the Academy of Management Review, the Journal of Private Enterprise, the Journal of Business and Entrepreneurship, the Journal of Small Business Strategy, Organization Development Journal, and Business and Society Review. He has consulted for organizations such as: Rochester Community Savings Bank, Mercury Aircraft, Bausch and Lomb, the Rochester Police Department, ArcWorks, the City of Rochester, and the Rochester Psychiatric Center. In 1988 he founded USA Baby, a children's furniture store. A native of Rochester, Bob graduated from McQuaid Jesuit High School in 1968. He received a B.A. in Mathematics from LeMoyne College in 1972, and a Ph.D. in Business Administration from Michigan State University in 1979.

## Dr. Richard De Martino

Dr. Richard De Martino, the Albert J. Simone Endowed Chair for Innovation and Entrepreneurship. Richard DeMartino holds the Albert J. Simone Endowed Chair for Innovation and Entrepreneurship at RIT and is the director of the Albert J. Simone Center for Innovation and Entrepreneurship, a multidisciplinary effort to study and promote entrepreneurship in the RIT community. DeMartino's research interests include Entrepreneurial Motivations, Technology and Commercialization and Small Business Growth. More recently he has conducted research on the entrepreneurial motivations of the deaf community, in conjunction with RIT's National Technical Institute for the Deaf.

His innovations include collaborative efforts founding and administering the Saunders College of Business Summer Start Program, the Technology Commercialization Clinic, the Small Business Strategic Growth Program and the Digital Entrepreneurship Program. His articles have appeared in a number of journals including the Journal of Business Venturing, Journal of Small Business Management, and the Journal of Innovation and Product Management. Prior to his doctoral studies, DeMartino worked in industry as a foreign currency, bond and risk trader. He continues to consult in economic development and technology-related new business ventures. DeMartino has taught at the McIntire School of Commerce, University of Virginia, and at the Virginia Commonwealth University. He earned his bachelor's at Roanoke College and his master's and Ph.D. at the University of Virginia.

## Molly McGowan

Molly McGowan currently serves as the Director for the RIT Leadership Institute and Community Service Center. Molly has a Bachelors degree in Political Science from SUNY Geneseo and worked in the field of politics for three years before deciding to start a career in higher education. Molly developed a leadership program, that quickly expanded and eventually transitioned into the Leadership Institute and Community Service Center at RIT, which led to The Women's Leadership Conference and Certificate Program at RIT, the Emerging Leaders Program for faculty and staff at RIT, the Connectology Leadership Conference and the creation of six unique leadership certificate programs and four distinct leadership development courses.

## Dr. Katlin Omair

Dr. Katlin Omair earned her Ph.D. in Management and Leadership from the University of Jyväskylä, one of the most prestigious universities in Finland. Her Master degree in Marketing and Bachelor degree in International Business are from Estonian Business School. Dr. Omair has over 10 years of professional experience and has held academic positions in Finland, Estonia and the United Arab Emirates both in the public and the private sectors. Her research interests are leadership, cross cultural management, diversity and ethical issues in human resource management, and strategic management. She is also active in Arab Women Leadership Network and acts as a mentor for young female leaders.

## Dr. Delmonize Smith

Dr. Delmonize "Del" Smith is an associate professor of management and Director of the Center for Urban Entrepreneurship at RIT's Saunders College of Business. He has extensive management experience in industries such as healthcare, IT, education, and government. He has served in numerous roles throughout his career, including systems analyst in the U.S. Army, consultant for Fortune 500 companies, management scholar, and serial entrepreneur. He is an active board member of the Venture Jobs Foundation, Seneca Park Zoo, and Discovery Charter School. Dr. Smith received his Bachelors of Business Administration from Faulkner University, Masters of Science in Management from Troy University, and Ph.D. in Management from the University of Alabama.

## Dr. David Wetzel

Dr. David Wetzel, professor of management at American University in Kosovo and a certified Lean Six Sigma Master Black Belt (ASQ), deBono Practitioner, Self-Directed Work Teams Facilitator, and Project Management Professional (PMI).

## Thomas F. Pray, Ph.D.

Dr. Pray is a nationally recognized leader in the development and application of business simulations. He is Professor Emeritus, Decision Sciences, at the E. Philip Saunders College of Business, Rochester Institute of Technology, and has conducted seminars and used business simulations throughout the US and in Canada, Australia, China, UK, Czech Republic, the Dominican Republic, UAE and India – in industrial, corporate and academic contexts. Dr. Pray is a former president and member of the Board of Directors of the Association for Business Simulation and Experiential Learning (ABSEL), the international organization for the field. After receiving multiple awards for Best Research Paper, he was named an ABSEL Fellow, the highest honor bestowed by that organization. Having published more than 30 papers dealing with the use and design of simulations, in 2002 Dr. Pray was honored with a Lifetime Achievement Award by the North American Simulation and Gaming Association (NASAGA). Dr. Pray began his career by co-authoring three business simulation books and corresponding software. He is the Principal Designer of Web-DECIDE: A Total Enterprise Simulation, which he updates continuously to reflect current business conditions and challenges. He is also developing INNOVATE: A Strategy Simulation with New Product Development. A world class trainer, Dr. Pray knows how to motivate an audience and present sophisticated concepts to a mixed audience. At the university level, he has received two major awards for outstanding teaching. Dr. Pray earned a bachelor's degree in industrial engineering and a master's degree in industrial management from Clarkson University; he received a doctorate in managerial economics from Rensselaer Polytechnic Institute. Dr. Pray has modified his DECIDE business simulation to support RIT's management development efforts, working with the business college's Executive Programs. He has conducted DECIDE-based programs in cooperation with more than 15 major organizations and business units worldwide.

## Kirby R. Cundiff, Ph.D

Kirby R. Cundiff, Ph.D. is an Associate Professor of Finance and Chair of the Division of Business Administration at the Rochester Institute of Technology's Dubai campus. He received his M.S. and Ph.D. from the University of Illinois at Urbana-Champaign and his B.S. from Truman State University. He has also worked for Rice University, the Los Alamos National Laboratory, Hillsdale College, Northeastern State University, and the University of Maryland. He is both a Chartered Financial Analyst and a CERTIFIED FINANCIAL PLANNERTM Professional.



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