

Education and Qualifications

Ph.D. – Saint Louis University, 08/08 – 09/14

Industrial and Organizational Psychology

- I successfully developed, implemented, and evaluated a training program on patient quality and safety with fourth-year medical students which resulted in development of quality improvement skills as part of my dissertation.
- Recipient of the David C. Munz Award for demonstrating excellence in the science and practice of industrial and organizational psychology.

M.S. – Saint Louis University, 08/08 - 12/12

Industrial and Organizational Psychology

- I worked with program directors and deans from nine different health-related professional programs to successfully create and evaluate an inventory designed to measure health professionals' attitudes toward learning from medical errors as part of my masters thesis.

B.A. – University of Louisville, 1/04 - 08/07

Magna Cum Laude in Psychology and Communication; minor in Spanish with honors

- Certifications in Public Relations Writing, and Practice
- Panama Scholar - 2006

Lean Six Sigma Green Belt, 12/15

Riverwood Associates Certification# PS7372015A

Myers-Briggs (MBTI I&II) Certified Practitioner, 4/16

The Myers & Briggs Foundation

Eagle Scout, 10/2002

Boy Scouts of America

Work Experience

University of Louisville

5/20 – Present (Adjunct Professor; Assistant Professor of Practice)

Designed and instructed Experience-based and skills-driven Human Resource Management, Leadership, Management and Organizational Behavior, and Talent Management Skills courses for the College of Business. Served as section leader for MBA655 Strategic Management.

Leadership Reality

1/22 – Present (Sr. Consultant)

Consulted with a wide range of clients in manufacturing, logistics, education, health care, and other on Leadership Development and Strategic Management Planning.

Fragar Consulting

10/17 – 12/21 (Managing Partner)

Fragar Consulting helps organizations achieve ROI in their people through aligning strategy, learning, and culture.

- Client focus includes: Non-profit, healthcare, technology, and manufacturing.

RTI International

06/18 – 3/19 (Sr. Program manager, Global Talent Development)

As part of the newly formed Global Talent Development department, my team is responsible for re-designing, developing, implementing, facilitating, conducting, socializing, managing, and evaluating enterprise talent management programs for a billion-dollar global research institute.

- Portfolio programs include: Leadership Development, Project Management, Performance Management, Learning Analytics.

Ascension Health System – OK/KS Region (St. John Health System and Via Christi Health)

11/16 – 10/17 (Senior Director of Talent)

Leading a team of organizational talent effectiveness and learning & development consultants at two health systems across two states, I developed and/or implemented various OTE and L&D programs that derived from local initiatives and strategies as well as national programs.

- Initiatives include: Organizational Talent Needs Assessment, Leadership Develop, Management Skills, Employee Orientation, Program Evaluation, Talent Analytics, and Employee Engagement/Satisfaction.

Phoebe Putney Health System

07/15 – 11/16 (Industrial and Organizational Psychologist and Data Analytics Director)

As part of a multi-disciplinary team I was responsible for applying principles from I/O Psychology and Organizational Behavior to solve employee, administration, management, quality, safety, and practical business challenges in both clinical and non-clinical work settings.

- Designed and implemented the data analytics strategy for a 5-hospital health care system
- Assessed and designed employee development and change management programs to enhance Performance Management, Workplace Civility, Leadership Development, Lean Six Sigma, Service, and the Patient/Customer Experience.
- Served on executive committees related to healthcare quality initiatives, Leapfrog, HCAHPS, and Patient Safety

Center for the Application of Behavioral Sciences

08/08 – 09/14 (Consultant)

As a consultant for CABS, I had lead and support roles in organizational development projects that ranged from small-scale team and leadership development workshops to large-scale organizational audits and change management programs.

- Clients included non-profit, healthcare, and manufacturing.

Center for Interprofessional Education and Research

08/10 – 09/13 (Senior Research Assistant)

In my leadership role, I assessed and evaluated projects regarding interprofessional education (IPE) programs. IPE aims to teach collaboration skills to 11 different health professions.

- Designed, distributed, and analyzed data from various health professional programs. Then translated those results into actionable recommendations for directors of various health professions resulting in greater student knowledge retention and engagement.

Kiosite, LLC

01/10 – 01/11 (Director of Client Success)

Consulted with 17 clients, one of which was a nation-wide hospital security services organization, to evaluate and improve employee selection processes and their use of Kiosite's HireTrue employee selection software.

- Linked Selection criteria to employee performance and workplace outcomes to help the organization achieve greater rates of organizational fit/attrition/performance.

Department of Psychology, Saint Louis University

08/08 – 08/10 (Teaching/Research Assistant)

- Assisted Dr Ed Sabin with research on Safety in High Consequence Industries
- Taught multiple lectures for Intro to Psychology, Small Group Dynamics, and Organizational Psychology

Department of Communications, University of Louisville

1/06 – 04/08 (Teaching/Research Assistant)

- Assisted Professor William Thompson with the teaching of Intro to Public Relations, Advanced Public Relations Writing, and Advanced Public Relations Practice.
- Supported Dr. Michael Cunningham with Mate-Copying Research

Fragar Associates, Louisville, KY

1/04 – 04/08 (Practice Administrator)

- Acted as Practice Administrator and Director of Marketing and Research for a mental health clinic with 16 professional staff.
- Increased revenue by 300% through expanding the workforce capabilities and developing a family practice referral program.

Teaching and Training Experience

Undergraduate and Graduate Course Experience

- Public Relations – Comm 301, Comm 316, Comm 347
- Intro to Psychology – Psyc 101
- Small Group Dynamics – Psyc 308
- Organizational Psychology – Psyc 350
- Interprofessional Education – IPE101
- Human Resource Management – MGMT305
- Talent Management Skills – MGMT306
- Leadership – MGMT460
- Leadership – MBA606
- Strategic Management – MBA655

Professional Training Experience

- Leadership Development
 - Change Management
 - Emotional Intelligence
 - Rewards and Recognition
 - Strategy and Planning
 - Coaching
 - Conflict/Difficult Conversations
 - Team Dynamics
 - Learning from Mistakes and Errors/After-Action Review
 - Train-the-trainer
 - Influence and Collaboration
- Burnout/Stress Reduction
- Performance Management and Goal Achievement
- Workforce Analytics
- Onboarding/Orientation
- Mentoring
- Customer Service
- Civility/Workplace Bullying
- Developing Scientific Stature
- Lean Six Sigma Basics (White Belt)
- Myers-Briggs Facilitation
- PMP Certification

Professional Memberships

Society for Industrial and Organizational Psychology

Association for Psychological Science

American Psychological Association

Society for Human Resource Management

National Eagle Scout Association

Boy Scouts of America – Assistant Scoutmaster for Troop 30, Louisville, KY

Kiwanis International – Previous Board Member in Albany, GA

Publications and Presentations

Fragger, A., Rochelle, M. & Frager, S. (2022) *The 9 Laws of Loyalty: Lessons in Loyalty from the Battlefield to the Boardroom*. Book currently in production.

Griggs, S., **Fragger, A.**, & Lin A. (2017). Development and Use of the Attitudes Toward Errors Scale for Healthcare and Pharmacy Students. Poster presentation at American Pharmacists Association (APhA) Annual Meeting. San Francisco, CA.

Ruebling, I., Pole, D., Breitbach, A., **Fragger, A.**, Kettenbach, G., Westhus, N., Kienstra, K. & Carlson, J.(2014). A Comparison of Attitudes and Perceptions towards Interprofessional Learning of Students Before and After an Undergraduate Introductory Interprofessional Education Class. *Journal of Interprofessional Care*, 28, 23-27.

Breitbach, A., Downey, D., & **Fragger, A.** (2013). The relationship between candidate locus of control, coping and academic worry on first-attempt pass rate on the Board of Certification athletic trainer examination. *Athletic Training Education Journal*, 8, 10-16.

Kettenbach, G., Ruebling, I., **Fragger, A.**, Westhus, N., Banks, R., Kienstra, K. (2013). A Comparison of Four Teaching Methods of Professional Roles and Responsibilities. Paper presented at Collaborating Across Borders IV, Vancouver, BC.

Kettenbach, V., Ruebling, I., Westhus, N., **Fragger, A.**, Pole, D., Carlson, J., Banks, R., & Breitbach, A. (2012). Comparison of pre- and post-course attitudes and perceptions of interprofessional collaboration of students enrolled in an early interprofessional course. Paper presented at the American Physical Therapy Association annual conference, Tampa, FL.

Kettenbach, G., Ruebling, I., Westhus, N., **Fragger, A.**, Kienstra, K., Banks, R. (2012). Comparison of Two Teaching Methods for Student Knowledge of Health Professional Roles and Responsibilities Applied to Patient Care. Paper presented at the Association of Schools of Allied Health Professions, Orlando, FL.

Ruebling, I., **Fragger, A.**, Kettenbach, G., Banks, R., Kienstra, K., Westhus, N. (2012). Development of Professional Roles Questionnaire. Paper presented at the Association of Schools of Allied Health Professions, Orlando, FL.

Westhus, N., Kettenbach, V., Ruebling, I., **Fragger, A.**, Carlson, J., Breitbach, A., Pole, D., & Banks, R. (2012). Comparison of pre- and post-course attitudes and perceptions of interprofessional relationships of nursing students enrolled in an introductory interprofessional course. Poster presented at the Society of Pediatric Nurses annual conference, Houston, TX.

Ruebling, I., **Fragger, A.**, Banks, R., Kettenbach, G., Kienstra, K., Westhus, N. (2012). Development of Professional Roles Questionnaire. Poster presented at the Thomas Jefferson University, IPE Center, Philadelphia, PA.

Westhus, N., Ruebling, I., Carlson, J., Kettenbach, V., & **Fragger, A.** (2012). It's all about better patient care. Paper presented at the Society of Pediatric Nurses annual conference, Houston, TX.

Kettenbach, V., Ruebling, I., Westhus, N., Pole, D., Carlson, J., Banks, R., & **Fragger, A.** (2011). Comparison of attitudes and perceptions towards interprofessional collaboration of students enrolled in an interprofessional course and seminar. Paper presented at Collaborating Across Borders III, Tuscon, AZ.

Kettenbach, G., Ruebling, I., **Fragger, A.**, Zeibig, E., Breitbach, A., Carlson, J., Banks, R., Westhus, N. (2010). A comparison of attitudes and perceptions towards teamwork and interprofessional education of students before and after an introductory IPE class. Poster presented at the Annual Meeting for The Association of Schools of Allied Health Professions, Charlotte, NC.

Lamia, J., Heaney, R., Montag, T., **Fragger, A.**, & Patterson, R. (2010). Utilizing gap analysis to drive program improvement: A resident perspective. Poster presented at the Annual Meeting for the Accreditation Council for Graduate Medical Education, Nashville, TN.

Frager, A. (2007). A communication analysis of a dental manufacturing goods company: Increasing innovation. Paper presented at the International Association of Business Communicators Heritage Region Conference, Cincinnati, OH.