

Charles D. Bultena, Ph.D.
Dillard College of Business Administration
Department of Management
Midwestern State University
Wichita Falls, TX, 76308

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Educational and Professional Certification

2004 - Certified Personality Trainer (CPT), Class Services Incorporated, Albuquerque, NM

1998 - Doctor of Philosophy, University of North Texas, Denton, TX.
Major Field: Organizational Behavior/Human Resource Mgmt

1989 - Master of Business Administration, Midwestern State University, Wichita Falls, TX
Major Field: Business Administration

1981 - Bachelor of Business Administration, Midwestern State University, Wichita Falls, TX
Major Field: Management Science

Professional Experience

Associate Professor of Management (June 2005-Present)
Midwestern State University, Wichita Falls, TX

Associate Professor and Chair of Management/Marketing (June 2003-May 2005)
Midwestern State University, Wichita Falls, TX
Tenure granted by MSU Board of Regents, May 2003

Assistant Professor and Chair of Management/Marketing (June 2002-May 2003)
Midwestern State University, Wichita Falls, TX

Assistant Professor of Management (August 1995-May 2002)
Midwestern State University, Wichita Falls, TX

Industrial Engineer, Process Engineer, Production Engineer, Engineering Supervisor (1981-1995)
Vetrotex America, Wichita Falls, TX (Division of Saint Gobain Industries, Paris France)

Teaching Responsibilities

Organizational Behavior, Organizational Behavior (MBA), Strategic Management (Capstone),
Entrepreneurship, Leadership, Labor Relations, Internship in Management, Thesis (MBA)

British Studies Program
King's College/London School of Economics, London, England

Capstone Seminar for Joint MBA Program
Instituto Tecnológico y de Estudios Superiores de Monterrey (ITESM), Chihuahua, Mexico

Selected Research and Scholarly Activity

Refereed Journals (Since 2000):

- Bultena, C., Ramser, C., & Tilker, K.R. (2023). Mediation Metrics III: Developing Essential Zoom Styles in Virtual Mediation, *Southern Journal of Business and Ethics*.
- Bultena, C., Ramser, C., & Tilker, K.R. (2022). Mediation Metrics II: Dealing with Errant Zoom Styles in Virtual Mediation, *Southern Journal of Business and Ethics*.
- Bultena, C., Ramser, C., & Tilker, K.R. (2020). Mediation Metrics: Reclaiming the Power of Shrinking Joint Sessions. *Southern Journal of Business and Ethics*.
- Bultena, C., Ramser, C., Tilker, K. (2019). Mediation Madness V: Misfit Mediators. *Southern Journal of Business and Ethics*.
- Bultena, C., Ramser, C., Tilker, K. (2018). Mediation Madness IV: Truth, Lies, and Mediation. *Southern Journal of Business and Ethics*.
- Bultena, C., Ramser, C., Tilker, K. (2017). Mediation Madness III: Microwave Mediation. *Southern Journal of Business and Ethics*.
- Bultena, C., Ramser, C., Tilker, K. (2016). Mediation Madness II: Dealing with Destructive Emotions. *Southern Journal of Business and Ethics*.
- Bultena, C., Ramser, C., Tilker, K. (2015). Mediation Madness: Dealing with Bullies in Mediation. *Southern Journal of Business and Ethics*.
- Bultena, C., Ramser, C., Tilker, K. (2014). Fighting Futility V: Dealing with Influence in Mediation. *Southern Journal of Business and Ethics*.
- Bultena, C., Ramser, C., Tilker, K. (2013). Fighting Futility IV: Dealing with Defensiveness in Mediation. *Southern Journal of Business and Ethics*.
- Bultena, C., Ramser, C., Tilker, K. (2012). Fighting Futility III: Dealing with Difficult People in Mediation. *Southern Journal of Business and Ethics*.
- Bultena, C. & Whatcott, R. (2012). "Schematic of the Mobbing Process", in *National Standard of Canada for Psychological Health and Safety in the Workplace*.
- Bultena, C., Ramser, C., Tilker, K. (2011). Fighting Futility II: More Tools for Mediation Success. *Southern Journal of Business and Ethics*.
- Bultena, C., Ramser, C., Tilker, K. (2010). Fighting Futility: Tools for Mediation Success. *Southern Journal of Business and Ethics*.
- Bultena, C. & Whatcott, R. (2009). For the Birds: An Analysis of Workplace Mobbing Behavior and What to Do About It. *Midwestern Business and Economic Review*.
- Bultena, C. & Hutton, B. (2007). Emotional Intelligence and Leadership Style: A Situational Approach. *Journal of Business and Behavioral Science*.
- Bultena, C. D. (2006). Good Soldiers Under Fire: The Impact of Trust, Fear, and Control on Citizenship Behavior. *Central Business Review*.
- Charles D. Bultena (2003). Is it the Person or the Place? The Impact of Personality and Work Attitudes on Citizenship Behavior. *Central Business Review*, Winter 2003.
- Charles D. Bultena (2002). The Impact of Advanced Manufacturing Technology on Job Satisfaction and Job Design. *Midwestern Business and Economic Review*, Volume 29, Spring 2002.

Refereed Presentations/Proceedings (Since 2000):

- Tilker, K.R., Bultena, C. & Ramser, C. (2023). *Mediation Metrics III: Developing Essential Zoom Styles*. Southern Academy of Legal Studies in Business, San Antonio, Texas.
- Bultena, C., Ramser, C., & Tilker, K. (2022). *Mediating with Style: Dealing with Errant Zoom Styles in Remote Mediation*. Southern Academy of Legal Studies in Business, San Antonio, Texas.
- Bultena, C., Ramser, C., & Tilker, K. (2020). *Reclaiming the Power of Shrinking Joint Sessions*. Southern Academy of Legal Studies in Business, San Antonio, Texas.
- Tilker, K., Bultena, C., & Ramser, C. (2019). *Misfit Mediators*. Southern Academy of Legal Studies in Business, San Antonio, Texas.
- Tilker, K., Bultena, C., & Ramser, C. (2018). *Truth, Lies, and Mediation*. Southern Academy of Legal Studies in Business, San Antonio, Texas.
- Tilker, K., Bultena, C., & Ramser, C. (2017). *Microwave Mediation*. Southern Academy of Legal Studies in Business, San Antonio, Texas.
- Tilker, K., Ramser, C., & Bultena, C. (2016). *Dealing with Destructive Emotions in Mediation*. Southern Academy of Legal Studies in Business, San Antonio, Texas.
- Tilker, K., Bultena, C., & Ramser, C. (2015). *Dealing with Bullies in Mediation*. Southern Academy of Legal Studies in Business, San Antonio, Texas.
- Tilker, K., Bultena, C., & Ramser, C. (2014). *Dealing with Influence Tactics in Mediation*. Southern Academy of Legal Studies in Business, San Antonio, Texas.
- Tilker, K., Bultena, C., & Ramser, C. (2013). *Dealing with Defensiveness in Mediation*. Southern Academy of Legal Studies in Business, San Antonio, Texas.
- Tilker, K., Ramser, C., & Bultena, C. (2012). *Dealing with Difficult People in Mediation*. Southern Academy of Legal Studies in Business, San Antonio, Texas.
- Tilker, K., Ramser, C., & Bultena, C. (2011). *Fighting Futility: Tools for Mediation Success*. Southern Academy of Legal Studies in Business, San Antonio, Texas.
- Tilker, K., Bultena, C., & Ramser, C. (2010). *Business Mediation: Conflict Resolution or Exercise in Futility*. Southern Academy of Legal Studies in Business, San Antonio, TX.
- Bultena, C., Rains, L., Harmel, B., & Patterson, M. (2009). *Analytical Versus Intuitive Decision Making Among Private and Public Sector Employees*. American Society of Business and Behavioral Sciences, Las Vegas, Nevada.
- Bultena, C. & Richard, W. (2008, February). *Bushwhacked at Work: A Comparative Analysis of Mobbing and Bullying at Work*. Presented at American Society of Business and Behavioral Sciences, Las Vegas, Nevada.
- Bultena, C. (2007, February). *Sharpening the Sword: Metamorphosis at Mustang Manufacturing*. American Society of Business and Behavioral Sciences, Las Vegas, Nevada.
- Bultena, C. D. (2006, February). *Emotional Intelligence and Leadership Style: A Situational Approach*. American Society of Business and Behavioral Sciences, Las Vegas, Nevada.
- Bultena, C. (2005, March). *Good Soldiers in Bad Times: The Impact of Trust and Perceived Control During Downsizing*. Southwest Academy of Management, Dallas, Texas.
- Bultena, C. (2003, March). *Differential Effects of Communal Orientation and Work Attitudes on Citizenship Behavior Among Nurses*. Southwest Academy of Management, Houston, Texas.
- Bultena, C. (2002, March). *Student Video Experiences: An Eye for Experiential Learning*. Southwest Academy of Management, St. Louis, Missouri.
- Bultena, C. (2001, March). *Social Exchange Under Fire: Effects of Job Insecurity and Powerlessness in a Downsizing Hospital System*. Presented at Southwest Academy of Management, New Orleans, Louisiana.
- Bultena, C. (2000, March). *Advanced Manufacturing Technology and Satisfaction on the Shopfloor: A Test of the AMT Model*. Southwest Academy of Management, New Orleans, Louisiana.

Refereed Article Reviews:

Reviewed “Expedited Competition: The Express Delivery Services Industry – UPS, FedEx, DHL, TNT – Differentiated Options” for The CASE Journal, (August, 2005).

Regional Publications:

Columnist for the Times Publishing Company (March 2000 to October 2001). Wrote 20 articles in a series called “Management Minute” published in a monthly regional publication called “It’s Your Business” with circulation to over 6,000 business men and women across the North Texas Region.

Professional Memberships

Better Business Bureau Torch Awards, Steering Committee (2010-2022)
Better Business Bureau Torch Awards, Judges Pane (2010-2022)
Member Community Advisory Council (Local Business Leaders)
Southern Academy of Legal Studies in Business (Mediation)

Selected University Service

Midwestern State University Faculty Senate (2000-present). Served as Secretary of the Faculty Senate 2000-2001 and as Treasurer of the Faculty Senate 2004-2018.

Midwestern State University Senate Executive Committee, leads the Senate and advises the President (2004-2018).

Member, University Workload Task Force (2019-2020) – tasked with examining and retooling workload policies across campus. Several significant policy improvements were made before the pandemic redefined workload.

Scholarship Coordinator, Dillard College Student Affairs Committee (2009-present).

Chair, Dillard College Promotion and Tenure Committee (2013-present).

Member, Dillard College Student Professional Development Task Force (2018).

Midwestern State University Faculty Mentor (2014-present) – mentor new faculty in the Dillard College of Business.

Speaker/Coordinator Mustangs Football Leadership Series (2020-2022) – Eight session Leadership Series to build leadership skills among players.

Coordinator, Mentor’s Forum (International Association of Visiting CEO’s) Event (October 2010). Hosted a 3-day visit by President Tom Waller and 5 Visiting CEO’s who shared the secrets of their success in 14 classes in the Dillard College encompassing approximately 400 business students.

Department Chair of Management/Marketing (2002-2005).

Recent Community Service

Faith Mission Food Service Team, prepare meals for 120 staff and clients on a regular basis. Meals are cooked from scratch and are complete from entre, to vegetables, salads, desserts, drinks, etc. (2020-Present).

President, YMCA Bartley Branch Advisory Board overseeing budgeting, membership, programming, and renovation plans at the Bill Bartley Family Branch (2004-2017). Served as President in 2011-2017.

Member, YMCA Metro Board (All YMCA Facilities) overseeing budgeting, membership, programming, and renovation plans at all YMCA facilities in Wichita Falls area, including \$18 million capital campaign for new Bartley complex (2016-2017).

Campus Crusade For Christ, faculty sponsor (2011-2015). Assisted leaders as they formed the organization and planned events on and off campus to minister to MSU students. Also, served as faculty sponsor (2004-2006).

Partners With Youth Campaign (YMCA), top new worker, District Captain, team member (2005-2017).

Judge for Better Business Torch Awards for Marketplace Excellence in the North Central Texas region (2010-2022).

Colonial College Ministries, faculty sponsor (2009-2011). Assisted leaders as they formed the organization and planned campus events to minister to MSU students.

Crossroads Worship Center, guest pastor (2010-present). Ministry to needy families on North Side of Wichita Falls.

City that Faith Built Tent Revival – organizer and speaker in tent revivals in March and June 2014. Each lasted 4-5 days. Participated in planning and scheduling, nightly logistics, speaking, and arranging singers and equipment, etc.

Horizon Prison Communities, Board of Visitors. Horizon Prison Ministries operates in several prisons in the United States and England. Board of Visitors, assists with inmate programs, publicity, and fund raising (2006-2010).

Volunteer Humane Society of Wichita County. Donate time and money to care for animals housed at the facility. Wash, walk, and care for animals as needed (2010-present).

North Texas Christmas Spectacular, cast and singer. Nationally televised Christmas presentations with Chuck Sullivan, Sandi Patty, David Phelps, and the Ballet Magnificat! (2009-2013). Also sang in the Glory Tour with Twila Paris, Larnelle Harris, Wayne Watson, and Steve Green (Fall 2013).

MSU Charitable Campaign/State Employee Charitable Campaign (1998-2005). Chair of MSU Campaign, Chair of Red River Region of SECC (10 counties, 3,000 state employees). Served on United Way Cabinet representing state employees. MSU honored in Austin with the Rising Star Award and as the top university in its class in Texas Higher Education for giving and participation.

Reality Christian Ministries, ministry to college students (2000-2005). Assisted leaders as they formed the organization and planned campus events to minister to MSU students.

Recent Awards and Honors

Piper Professor of 2021 – one of 10 professors honored state-wide among finalists selected from 278 Texas Higher Education Institutions.

Midwestern State University Piper Award Nominee for State-Wide Competition (2011 and 2021).

Thirteen Consecutive Piper Award Nominations by the faculty of the Dillard College (2009-2021).

Nominations for Faculty Award by the faculty of the Dillard College (2009, 2010, 2015).

Who's Who Among America's Teachers (11th Edition, 2008). Nominated for Who's Who Among Executives and Professionals (2011 Edition) and Who's Who Among Global Teachers and Educators (2012 Edition).

Honorary Sideline Coach for Midwestern State University Football Team (2009 and 2023). Coaches and players recognize faculty and staff for exemplary support of student athletes and coaches.

Honored at Professor Recognition Day by Midwestern State University Volleyball Team (2008). Players recognize faculty for exemplary support of MSU volleyball student athletes.