Ruth A. Imose, PhD

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Professional Summary

Experienced organizational psychologist passionate about using evidence-based practices to shape equitable workplaces. Deep expertise in assessment, diversity, equity and inclusion, and people research methods honed over 7+ years in consulting and in industry. Examples of impact including developing and launching global, multi-client survey products and developing talent and inclusion strategies with clients from Fortune 500 to start-up ventures.

Education

Northern Illinois University   Dekalb, IL
Doctor of Philosophy in Psychology, concentration Industrial-Organizational Psychology   Dec 2020

Northern Illinois University   Dekalb, IL
Master of Arts in Psychology, concentration Industrial-Organizational Psychology   Aug 2016

University of Oklahoma   Norman, OK
Bachelor of Science in Psychology   Aug 2013

Teaching Experience

Course Instructor, Northern Illinois University
Aug 2016 – May 2018, Dekalb, Illinois

- Independently instructed higher level, undergraduate courses in the Psychology department including Industrial-Organizational Psychology and Positive Psychology
- Developed teaching materials, planned lessons and designed complementary assignments, activities and exams
- Regularly updated grades and provided feedback while also providing individualized guidance and mentorship to students

Peer-Reviewed Journal Publications

Imose, R. A., Rogers, A. P., & Subramony, M. (2022). Do Customers Regulate their Emotions? Development and Validation of a Model of Customer Emotional Labor. *SMR - Journal of Service Management Research, 5,* 241 – 255.

Imose, R. A., & Finkelstein, L. M. (2018). A multilevel theoretical framework integrating diversity and emotional labor. *Group & Organization Management, 43,* 718-751.

Imose, R., & Barber, L. K. (2015). Using undergraduate grade point average as a selection tool: A synthesis of the literature. *The Psychologist-Manager Journal*, *18*, 1 - 11.

Additional Selected Publications and Presentations

Ellsworth, D., Imose, R., Price, H., & Rainone, N. (2022, January 31). Why women of color are leaving, and how to rethink your DE&I strategy. *McKinsey Organization.* https://www.mckinsey.com/business-functions/people and-organizational-performance/our-insights/the-organization-blog/why-women-of-color-are-leaving-and-how to-rethink-your-dei-strategy

Imose, R. A., Martinez, J., & Finkelstein, L. M. (2019, May). *Intersectional Examinations of Age- and Gender-Based Stereotypes at Work.* Poster accepted for interactive presentation at 2019 congress for The European Association for Work & Organizational Psychology, Turin, Italy.

Costanza, D., Finkelstein, L., Imose, R., Ravid, D**.** (2018). Inappropriate inferences from generational research. In B. Hoffman, M. Shoss, and L. Wegman (Eds.), *The Cambridge Handbook of the Changing Nature of Work*. Cambridge, UK: Cambridge University Press.

Additional Applied Experience

Global Skills Strategy & Assessment Leader, Johnson & Johnson
Sep 2023 – Present, Houston, Texas
- Developing and implementing the global strategy for using skills across talent management with associated governance processes (i.e., in learning & development, talent acquisition, performance management, etc)
- Leading global organization through adoption of skills in talent management
- Developing and delivering a combination of communications, presentations, and business consulting across target populations throughout business (HR, learning, employees) to support behavior change

Research Science Manager, McKinsey & Company
Jan 2023 – Aug 2023, Houston, Texas
- Facilitated instructor-led capability building for clients
  - Lead facilitator for women's leadership program which included development and delivery of multi-day programs to 50+ executive-level leaders
- Managed mid-size client service teams in talent strategy engagements
  - Redesigned hiring assessment process for 18,000+ employees at a financial services organization in order to scale their identification of top talent
  - Developed and launched new employee value proposition 30,000+ employees of beauty retailer including redesigned hiring processes and refreshed manager development approach
- Supported client development for talent strategy engagements (e.g., hiring & assessment, well-being, performance management)

Research Science Specialist, McKinsey & Company
Dec 2020 – Dec 2022, New York City, New York
- Managed mid-size client service teams in talent strategy engagements
  - Created and deployed well-being assessment for 500+ communications professionals in the consumer industry resulting in work re-design and retooled development approach
  - Created new structured interview guides and created and delivered hiring manager capability programs for 500+ hiring managers at global clients across industries
  - Led the DEI current state assessment for a utilities company leading to the kick-off of initiatives including broader recruiting efforts and use of diverse interview panels
- Published blogs and articles on talent strategy including the DEI implications of the Great Attrition, setting up Chief Diversity Officers for success

Senior Research Science Analyst, McKinsey & Company
Sep 2019 – Dec 2020, New York City, New York
- Lead product development for the People & Organizational Performance practice
  - Principal researcher for the development and validation of a multi-level employee Inclusion Assessment, including development of reporting approach, that has been deployed to 65+ organizations since
  - Developed approach for developing client structured interview-based hiring systems that is used by teams across the practice today
- Published blogs and articles on talent strategy including using assessment to improve hiring and developing talent-first organizations