

DOUGLAS D. HOXENG, Ph.D.

Dr. Doug Hoxeng is the Senior Manager of the Ken Blanchard Executive MBA program at Grand Canyon University. The KBEMBA is a unique one-year program featuring both online learning modules and in-person study with Dr. Blanchard, Colleen Barrett (President of Southwest Airlines) and other national business leaders. The in-person study is conducted via three four-day residencies in the one-year program as discussed at www.gcu.edu/emba

Prior to joining GCU, Dr. Hoxeng's career focused on providing professional services and consulting in the areas of business strategy implementation, organizational change and service quality. He has over 20 years of experience as a practitioner working with a wide range of organizations in the United States, Canada and Europe to lead change and build customer-focused organizational transformation. To that end, he has provided consultation in change leadership and in building both customer and employee loyalty.

Doug has also worked with diverse organizations throughout North America and Europe. Clients included Northwest Airlines, Hewlett Packard, Sun Microsystems, Baxter Health Care, the Canadian Red Cross, Hydro Electric (Scotland), Mellon Bank, SaskPower (Canada), SITA Globetel (France), First Tennessee Bank, the State of South Carolina, Seaboard Electric (England), Imperial Oil/Esso Petroleum, the American Red Cross, and Texaco among others.

Dr. Hoxeng's expertise includes helping his organizational leaders manage risk factors in organizational change. Doug uses proven approaches for rapidly mobilizing those who have a key stake in the organization's success to find common ground and work together to both guide and support needed organizational change. His work frequently includes helping an organization design and then facilitating "whole system interactive events" where members of the client organization, often including customers and suppliers, come together in real time and address needed change through a structured, collaborative process.

Previously, Doug was a senior manager in the organizational change consulting practice at KPMG (Silicon Valley Center). Before joining KPMG, he was Manager of Major Accounts Consulting Services for Kaset International (Achieve Global, Inc.), an industry leader in service quality consulting and training. At Comerica, Inc., he served as Director of Productivity Management Services where he received national recognition for a total work force involvement initiative supporting the organization's transformational change.

Mr. Hoxeng frequently speaks and writes on a number of organizational change and service quality topics. He has delivered conference presentations for the Kaset International Executive Conference on Service Quality, Project World, The American Society for Quality, The Institute of Industrial Engineers, and The American Quality & Productivity Center among others. Doug received his Ph.D. from Wayne State University in Detroit and was on staff at the University of Michigan-Dearborn. He has taught at the graduate level in administration, management and organizational behavior.