Crisis Management and Leadership
Welcome to the

Third Annual ABLS

Crisis Management and Leadership

The Aiken Business Leadership Symposium (ABLS) is an opportunity for students, businesses, and interested community members to gain new insights into the world of business and the role of leadership.

The strategic operating principle of the UofSC Aiken School of Business Administration is educating through engagement. The symposium provides the opportunity for intensive engagement with members of the business community. Similarly, the meeting offers both learning and networking opportunities for business owners and professionals. Significant emphasis is placed on student career readiness, accompanied by employer networking and recruiting opportunities.

The 2021 symposium theme is Crisis Management and Leadership. This year, the symposium program organizers thought it appropriate to have students engage virtually with professionals from near and far, who have positively impacted business, education, and their communities amidst the global pandemic crisis. The speakers will share their experiences with Crisis Management and Leadership.

Attending the symposium will give you the opportunity to:

- Engage with business leaders
- Explore business leader insights
- Expand your knowledge of the latest business ideas
- Energize your thoughts about business
- Establish your career pathway
Mission

The Aiken Business Leadership Symposium provides intensive learning and networking opportunities for students, business professionals, and community members to attain forward-thinking business perspectives to yield student career readiness and employer preparedness.

Vision

The Aiken Business Leadership Symposium aspires to be the Southeast's premier university-based business leadership event drawing students, business professionals, and community leaders from around the region to engage with experts worldwide.
2021 ABLS
Crisis Management and Leadership
Thursday, February 11, 2021
9 AM to 4 PM

Welcome Reception
Dr. Sanela Porca, Interim Dean, School of Business Administration
Dr. Daren Timmons, Provost
Dr. Jeff Priest, Former Vice Chancellor for Academic Affairs
Dr. Sandra J. Jordan, Chancellor

9:00 AM
Opening Remarks
John Engel, ABLS Program Chair

Keynote Address
“The Need for Strong Leadership During the Crisis”
Robert Louis Caslen, Jr.
President, University of South Carolina

10:00 AM
Featured Speaker
“Political and Business Leadership in Times of Crisis: Making Key Strategic Decisions”
Pamela Evette
Lieutenant Governor of South Carolina

Join us on YouTube
Session 2: “How Did You Lead During the 2020 COVID-19 Crisis?” A Panel Discussion

Moderators: Professor John Engel and Dr. Ravi Narayanaswamy

Panelists: Allison Dean Love, Chrissi Park, CSP, Robert Murphy, Derrec Becker

12:30 PM

Session 3: “Communicating During the Crisis”

Christen Engel, Interim Vice President for Communications and Marketing, Augusta University and Augusta University Health

1:00 PM

Session 4: “How Were You Able to Adapt and Respond to the Demands of the 2020 COVID Crisis?”

Moderators: Professor John Engel and Dr. Ravi Narayanaswamy

Panelists: Norman Dunagan, Will Williams, Ellen Priest
Program Schedule

Session 5: The Role of the Executive-in-Residence During the Crisis
Dr. Liz Stewart, President, Stewart and Associates, Inc. and 2020-2021 UofSC Aiken School of Business Administration Executive-in-Residence

Session 6: Crisis Management
Charles Munns, Vice Admiral and Past President and Chief Executive Officer of Savannah River Nuclear Solutions

Session 7: Reflections from Past Leaders
Dr. Bob Alexander, Chancellor Emeritus, UofSC Aiken
Dr. Tom Hallman, Chancellor Emeritus, UofSC Aiken

Closing Remarks
Dr. Sanela Porca, Interim Dean, School of Business Administration
Bob Caslen, the University of South Carolina's 29th president, is a retired Army lieutenant general and former superintendent and president of the U.S. Military Academy at West Point. During his time at West Point, the academy was recognized as the nation's No. 1 public college by U.S. News and World Report and Forbes magazine. After retiring from the Army in 2018, Caslen became the senior counsel to the president at the University of Central Florida and served as interim chief financial officer.

Caslen grew up in Vermont, where he worked in his family's ski lodge business and was on the high school ski and football teams. From there, he was recruited to play football at West Point. Along with his bachelor's degree from West Point, Caslen holds an MBA in finance from Long Island University and a master's in industrial engineering from Kansas State University. He and his wife, Shelly, have been married for 42 years and have three sons and four grandchildren.
Pamela S. Evette
Lieutenant Governor of South Carolina

Pamela S. Evette of Travelers Rest was elected as the 93rd Lieutenant Governor of South Carolina on November 6, 2018.

Prior to her election as the first female Republican lieutenant governor of South Carolina, Evette founded Quality Business Solutions, Inc. (QBS), a payroll, human resources, and benefits services firm headquartered in Travelers Rest. Under her leadership as President and CEO, QBS grew exponentially, going from start-up to one of the nation’s fastest growing small businesses. QBS has been repeatedly honored among the fastest growing and best places to work in South Carolina.

Evette has received numerous business and professional accolades, including the ATHENA Leadership Award®; the Enterprising Woman of the Year Award; the Women Presidents’ Organization 50 Fastest-Growing Women-Owned/Led Companies Award; and as a member of the Impact 50, an annual ranking of the most powerful women leaders of Inc. 5000 companies.

A trained accountant and former CFO, with many years serving in a financial capacity at a wide range of organizations, Evette has demonstrated a keen focus on driving customer growth and a deep understanding of the regulatory issues and challenges facing small and medium sized businesses.

Based on her years of experience in handling small business compliance, Evette served as a member of South Carolina's Small Business Regulatory Review Committee prior to taking office. This committee is charged with reviewing and supporting or challenging proposed regulations that might impact small businesses’ ability to start-up, operate effectively or grow within the state.

Evette is passionate about, and has been focused on, improving educational performance in her community, assisting the elderly and the young, and helping small- and women-owned businesses. She serves on the boards of directors of the St Francis Foundation (affiliated with Bon Secours St. Francis Hospital) and the National Association of Professional Employer Organizations (NAPEO) where she is also an emeritus member of the state legislative committee.

A native of Ohio, Evette is the granddaughter of Polish immigrants. Her parents, Jennie and Emil Gajoch, were first generation Americans who taught her the value of hard work and the importance of getting involved and giving back. Evette holds a Bachelors of Business Administration in accounting from Cleveland State University.

Evette and her husband David, President of QBS, attend Prince of Peace Catholic Church in Taylors. The Evettes have three children, Amanda, 23, Joseph, 21, and Jackson, 13.
Charles Munns
Vice Admiral (Ret) and Past President and Chief Executive Officer of Savannah River Nuclear Solutions

Chuck Munns lives in Aiken, SC, and remains active after military and corporate retirement. He currently serves as a special adviser to the Secretary of Defense, working on U.S. Strategic Command's Strategic Advisory Board. He also was selected to a Secretary of Energy Advisory board studying artificial intelligence. They solve questions of national command and control, strategic deterrence, cyber and space operations. He is also serving as a Commissioner on the S.C. Commission for Higher Education. The Commission approves academic programs, distributes state scholarships, and recommends facility construction and improvements for the state's 33 Universities and Colleges.

Previously, Admiral Munns was president and chief executive officer of Savannah River Nuclear Solutions, LLC (SRNS). The company operated the DOE-owned Savannah River Site, managing 9000 employees and a $2B/year budget. They provided energy security, national security, and environmental management and operated the Savannah River National Laboratory. Before SRNS, Admiral Munns served for 34 years in the U.S. Navy's most high-profile and challenging positions, attaining the rank of Vice Admiral. His most recent Navy position was Commander of the U.S. Submarine Force, which included all U.S. submarines worldwide. He was also the Program Executive Officer for the Navy's billion-dollar procurement, the Navy-Marine Corps Intranet, which provided the Department of the Navy a modern intranet and a modern information culture.

He is a graduate of the United States Naval Academy (Bachelor of Science, Physics), the Navy's advanced Nuclear Power Education program, and the University of Colorado (Master of Science, Computer Science). He has been awarded an honorary Doctor of Public Service by the University of South Carolina.
Allison Dean Love  
Allison Dean Love Consulting, LLC  

With more than 25 years' experience in communications, public relations, media relations, as well as loss prevention, and risk management, Allison Dean Love’s professional experience ranges from property and casualty insurance to banking, healthcare, nonprofit, and association management. As a consultant for national, state and local clients, Love engages in media and public relations, crisis communications, and strategic planning.

Love has delivered national and international speeches and training sessions for more than 25 years. Love serves on the board of directors of Titan Insurance Company, Inc., the U.S. Global Leadership Coalition SC Advisory Committee, SC SAFE HOME (S.C. Advisory Committee on Mitigation), Providence Hospital Patient and Family Advisory Council, and S.C. Women in Leadership. She was inducted into The Honor Society of Phi Kappa Phi and Omicron Delta Kappa National Leadership Society.

Love has also served 24 years in higher education board governance. Former Governor Nikki Haley appointed Love to the South Carolina Commission on Higher Education as the four-year public university's representative. Love served on Lowcountry Graduate Center Board, previously as chair, and currently serves as vice-chair. She has served on The Citadel Board of Visitors for 24 years, where she has chaired the Communications and Community Relations Committee for many years.

Love holds a Bachelor of Business Administration in management from Middle Tennessee State University, a Master of Business Administration from The Citadel, and an Associate in Personal Insurance from the Insurance Institute of America. She completed one year toward a Ph.D. in Communications/Public Relations at the University of South Carolina. A native of Tennessee, she lives in Columbia, South Carolina, with her husband, Phil.
Chrissi Park
Environmental, Health, Safety and Sustainability Manager
Kimberly Clark Corporation Beech Island Mill

Chrissi Park is the Vice-President of the Augusta Chapter of ASSP and a Certified Safety Professional with over 20 years of experience in manufacturing, remediation, and consulting. Currently, Chrissi is the Environmental, Health, Safety, and Sustainability Manager for Kimberly-Clark Corporations Beech Island Mill. Chrissi has earned a reputation among colleagues for being a strategic thinker, technical expertise, and a constant desire for improvement. These skills have contributed to the successful planning and response to the COVID-19 pandemic at the Beech Island Mill.
Robert Murphy
Director, Veteran and Military Student Success, UofSC Aiken
US Marine Corps Veteran

Robert A. Murphy is University of South Carolina Aiken’s Director, Office of Veteran and Military Student Success. As a Marine Corps veteran completing over 20 years of service as a Chief Warrant Officer-4, Mr. Murphy held the Immediate Response Force Executive Officer and Operations Officer position for a 200 Marine unit assigned to the 4th Marine Expeditionary Force Anti-Terrorism. Mr. Murphy led these Marines in national and international operations participating in Operations Enduring Freedom and Noble Eagle, National Special Security Events including several Presidential Support Operations, the Papal Visit to St. Louis, and operational planning for the 2002 Salt Lake City Olympic Games. Following his military service, Mr. Murphy served on Capitol Hill as the Director, United States Capitol Police Special Operations Unit, protecting Congress from Weapons of Mass Destruction threats. Mr. Murphy’s unit provided direct protection to the President of the United States and Congress during the 2003 and 2004 President’s State of the Union Address, ensuring both Continuity of Operations and Continuity of Government. Mr. Murphy was responsible for developing and integrating WMD response procedures with Law Enforcement procedures while overseeing an overall $25M immediate response program.

In his current position, he established a success center for veteran and military students, which has seen a 116% enrollment increase, and a rapid increase in retention, progression, and graduation rates. Military Times ranks UofSC Aiken as the #1 Best for Vets Universities in South Carolina among several other prestigious awards. Additionally, Mr. Murphy is the UofSC Aiken Crisis Action Team leader supporting the university cabinet in incidents deemed critical to the campus community’s safety and welfare.

Mr. Murphy teaches at the UofSC Aiken’s School of Business Administration. His research and instruction emphasize leadership, strategy, business ethics, and people and business success. He is a champion of building leaders and winning teams. Mr. Murphy holds a Masters of Business Administration from the University of South Carolina and a Bachelor of Science Degree from the University of South Carolina Aiken. He completed all of his formal education optimizing his Post 9/11 G.I. Bill.
Derrec Becker
Chief of Public Information & External Affairs
SC Emergency Management Division

Derrec Becker is the Chief of Public Information & External Affairs for the South Carolina Emergency Management Division.

Derrec serves as one of the state's lead public information officers for the state's emergency response team, delivering critical information during large scale disasters. In this role, he issues news releases, conducts interviews, and facilitates media inquiries during major disasters and any events concerning the Division. He is also responsible for education and outreach to the public on personal preparedness, family readiness plans, and mitigation issues crucial to preparing for major disasters. Derrec is responsible for all Division social media engagement and content.

Derrec graduated with a bachelor's degree in Broadcast Journalism from the University of South Carolina and is certified by the Emergency Management Institute as a Master Public Information Officer. He previously served the state as a Public Information Officer and worked as a television news reporter.
Christen Engel is an award-winning communications and marketing executive with more than ten years' experience in health care and higher education. In her role as interim vice president of communications and marketing for Augusta University and Augusta University Health, she works to drive strategic enrollment and health system revenue growth through brand and public positioning, issues and crisis management, earned and owned media. In addition, Engel oversees mass internal communications and executive communication for an institution with more than 10,000 employees; the university and health system websites; the employee intranet; and institutional photography, videography, and graphic design. She also serves as chief spokesperson and oversees a staff of more than 40.

Engel joined Augusta University in 2011 as public relations coordinator and later served in progressively responsible roles as director of media relations, associate vice president of news and communications, and senior associate vice president of news and communications. Before that, she worked in Atlanta, Georgia, for the global advertising agency BBDO, and in Augusta for the arena management company, Global Spectrum.

Engel, a native of North Augusta, South Carolina, currently lives in Aiken, South Carolina, with her husband, John, one-year-old daughter, Carson, and French Bulldog, Bentley.
Norman Dunagan
Owner of Dumpster Depot, LLC

With more than two decades of operational and management experience, Norman Dunagan has developed a sharp eye for how businesses become bloated with inefficient processes and untapped waste streams. These cost firms tens of thousands of unneeded dollars. Dunagan shows businesses how they can retool for a sleeker, smoother, and strategically focused plan for reducing waste by implementing recycling programs that redefine waste items as future resources. He founded The Dumpster Depot in 2005, and in 2015 the forward-thinking company was named Small Business of the year 2014 by the Chamber of Commerce.

As an Entrepreneur, Norman has found success by motivating, inspiring, and influencing people. He has the unique ability to help customers envision and achieve their company's goals of Zero Waste.

His clients have ranged from Industry Giants such as Bridgestone Americas Tire Operations, MTU America, and local small businesses, trying to make a change to less waste.

He is a frequent guest on local programs like Buzz on Bizz and Talking it up. He Co-hosts the Advanced Services/Dumpster Depot home show on WGAC and is the host of the podcast "The Exponential Entrepreneur," and has been featured in Waste360 an online resource for the waste industry.
Will Williams
President & CEO, Western South Carolina Economic Development Partnership

Will Williams is a native of Georgetown SC and a graduate of The Citadel with a Bachelor of Science Degree in Business Administration. He has been with the Economic Development Partnership since May of 2010. Since joining the EDP, he has been responsible for more than $1.9 billion in new capital investment, leading to more than 2700 new jobs being created. During his 23-year career, he has been responsible for more than $2.8 billion in new capital investment that led to 6000 jobs being created across South Carolina.

Will is a member of the S.C. Economic Developers Association (SCEDA), where he previously served on the board of directors. He is also a Southern Economic Development Council (SEDC) member, where he is the Immediate Past Chairman, the International Economic Development Council (IEDC). Locally he is on the boards of the Greater Aiken Chamber of Commerce, North Augusta Chamber of Commerce, Aiken Corporation, Aiken Technical College Foundation, The SRS Community Reuse Organization, and is a Past President of The Rotary Club of Aiken.

He has been recognized for his economic development work with the W. D. Workman Buffalo Hunter Award and the 2017 SCEDA Local Economic Developer of the Year. He holds several professional designations: certified economic developer by the State of South Carolina and economic development master practitioner by a consortium of Universities to include Clemson and Alabama.

He enjoys hunting, fishing, and early morning running. He is married to Ellen, a native of Columbia, SC. They have two sons, one who attends The Citadel and one who attends South Aiken High School.
Ellen Priest is currently serving as the Interim Director of the Child Advocacy Center. Since attempting to retire, she has represented Aiken County Public Schools as Community Engagement Liaison and was the Education Technology Plan’s principal writer for the State Dept. of Education. She was previously an employee of Evening Post Industries for 29 years, serving in various roles, such as the president of Aiken Communications, publisher of the Aiken Standard and North Augusta Star, president, and publisher of Summerville Communications, and as Business Manager/Controller of Aiken Communications.

Priest has been married to Dr. Jeff Priest, the retired Executive Vice-Chancellor for Academic Affairs/Provost at USC Aiken for 40 years. They have two children; daughter Jayme Hightower is a CFO in Berkeley County, and son Greg is Director of Bands at Aiken High School. Priest is a graduate of USC Aiken with a Bachelors of Science in Business Administration, concentration in Accounting.

In addition to serving as President of the Rotary Club of Aiken, she is past-chair of the Child Advocacy Center board and Aiken Downtown Development Association. She currently serves as the Aiken Partnership Board of the University of South Carolina Educational Foundation, the Aiken High Band Booster Club’s financial secretary, runs the Home-to-Home program and serves on the board of the Friends of the Aiken County Animal Shelter. She is a past member of the Aiken Chamber of Commerce, United Way of Aiken County, Public Education Partners, and First Tee boards. She is past-president of the South Carolina Press Association board.
Dr. Liz Stewart
President, Stewart and Associates, Inc.

Dr. Liz Stewart is the president of Stewart and Associates, Inc., a management, training, and survey consulting firm which focuses on helping organizations function more effectively. The firm's specialties are human resource management, customized assessments and surveys, management and leadership development, executive coaching, and support for organizational development such as mergers, downsizing, and succession planning. The national firm has celebrated 36 years in business with seven offices throughout the country with 205 employees.

During fifteen years with XEROX Corporation, she served as a sales representative, sales manager, and regional vice president of organizational development and strategic planning services – the first female vice president. Her education credentials include undergraduate degrees in French, Spanish, education, a Master's degree in Psychology, a Ph.D. in economics, and a law degree.

Dr. Stewart is extremely active in her community. Throughout her career, she has served on more than 80 boards and commissions. Locally she has served on and chaired the boards of the Chamber of Commerce, United Way, Hitchcock Healthcare, SafeHomes of Augusta, St. Mary's Parish Council, and the City of Aiken Planning Commission. As a Rotarian, she has served as club president and District Assistant Governor. She currently serves on the boards of International Society of Economists, Rural Health Care Services, Aiken Technical College Foundation, Child Advocacy Center, Aiken Symphony Orchestra, Girl Scouts of S.C., and St. Mary's School Council. She is a member of the Aiken County Planning Commission.

In 2013 she was the first USC Aiken School of Business Administration Executive-in-Residence. In 2014 she received the USC Aiken Distinguished Partner award. She is also the current and first Executive-in-Residence to reside in the School for an entire academic year, where she is instituting an Entrepreneur Center at USC Aiken. Dr. Stewart is also a past Chamber of Commerce Woman of the Year.
The University of South Carolina Aiken is a comprehensive institution that offers undergraduate and graduate degrees in the arts, humanities, social sciences, natural sciences, and professional disciplines.

All programs of study are grounded in a strong liberal arts and sciences curriculum.

Its commitment to transformative teaching distinguishes UofSC Aiken through high impact learning practices, undergraduate research, small classes, and individual attention. The university encourages excellence in research and creative pursuits. It prepares students for success by challenging them to think critically and creatively, to communicate effectively, to learn independently, and to acquire breadth and depth of interdisciplinary knowledge.

UofSC Aiken attracts students from South Carolina, the United States, and the world to form a diverse community of individuals engaged in educational experiences and services necessary to pursue meaningful work in an enlightened, inclusive, and economically vibrant society. A progressive hub for innovation, collaboration, and creativity, USC Aiken contributes to the community by enriching the region’s quality of life through various activities, including the visual and performing arts, intercollegiate athletics, continuing and distance education, educational outreach, and leadership.
University Values

Statement of University Values

We at USC Aiken embrace the following values:

Character
We value integrity, honesty, and accountability.
We encourage initiative and take pride in hard work and accomplishment.

Citizenship
We value the rights and responsibilities associated with membership in a community. We embrace the efforts to work for the common good and opportunities to enrich the lives of all community members.

Curiosity
We value and embrace life-long learning and inquisitive pursuits. To that end, we endeavor to impart knowledge, skills, and wisdom in a high-quality learning environment.

Collegiality
We value a nurturing community where people support one another, embrace diversity, and encourage mutual respect.
The mission of USC Aiken School of Business Administration is to deliver an engaging business education that prepares students for career success and encourages positive community impact.

• To accomplish our mission, we seek to create a learning environment that helps our students understand the global, technological, and ethical issues in today's business world.

• The undergraduate business program is delivered through quality instruction in face-to-face classroom settings and an online degree completion program for place-bound or non-traditional students. In contrast, the graduate business program is offered online.

• The programs include in-class and outside class engagement opportunities with business organizations and professionals both on-campus and online. Career readiness for success is achieved through the curriculum and explicitly emphasized in the Professional Pathway and Exploring Your Potential programs.

• The School of Business Administration (SOBA) emphasizes the AACSB vision that business and business schools are a force for good, encouraging a positive impact on society.

• SOBA faculty maintain currency within their business disciplines by conducting relevant research, with a primary emphasis on peer-reviewed intellectual contributions in applied research, including contributions to the practice and learning and pedagogical research, and a secondary focus on discipline-based scholarship that involves basic or theoretical research.

• SOBA faculty are engaged outside the university through service in scholarly and professional organizations in their disciplines and business consulting and training activities provided to the local community.

The USC Aiken School of Business Administration aspires to fully engage with the business community to transform our students into forward-thinking business leaders with views for the betterment of society.

Program Values
Communication:
SOBA students will develop the written and oral communication skills necessary for success in their business careers.

Technology:
SOBA students will develop the necessary technological skills to prepare them for their business careers.

Globalization:
SOBA students will acquire a global perspective of the modern business environment.

Business Knowledge:
SOBA students will acquire the essential business knowledge necessary for success in their business careers.

Ethics and Social Responsibility: SOBA students will develop an appreciation for ethical decision-making, and the social responsibility of business to all stakeholders

Diversity
The School of Business Administration encourages students and faculty to appreciate and welcome diversity in the global workplace.
ACKNOWLEDGEMENTS

University of South Carolina Aiken
Dr. Sandra Jordan
Chancellor
Dr. Daren Timmons
Provost and Executive Vice Chancellor for Academic Affairs

School of Business Administration

Dr. Sanela Porca, Interim Dean
Dr. Linda C. Rodriguez, MBA Director
Dr. Liz Stewart, Executive-in-Residence

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SAVE THE DATE
The 4th Annual Aiken Business Leadership Symposium
February 24, 2022

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