

# JOHN S. JORDAN '78, PH.D.

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## EDUCATION

- Post-Doctoral Fellow**, Center for the Study of Aging and Human Development, Duke University Medical Center, Durham, North Carolina. Preceptor: Francis J. Keefe, Ph.D. 1985
- Doctor of Philosophy in Clinical Psychology**, Ohio State University, Columbus, Ohio. Dissertation title: "Social Consequences of a Depressed Attributional Style." Advisor: Gifford Weary, Ph.D. 1985
- Pre-doctoral Intern in Medical Psychology**, Duke University Medical Center, Durham, North Carolina 1983-1984
- Master of Arts in Clinical Psychology**, Ohio State University, Columbus, Ohio. 1981
- Bachelor of Arts** in psychology with distinction, Dartmouth College, Hanover, New Hampshire 1978

## ACADEMIC APPOINTMENTS

- Lecturer**, Department of Psychological and Brain Sciences, Dartmouth College, Hanover, NH 2021-
- Assistant Professor of Medicine and Director of Behavioral Medicine Services**, Division of Preventive and Behavioral Medicine, Department of Medicine, University of Massachusetts Medical Center, Worcester, Massachusetts 1989-1990
- Assistant Professor of Medical Psychology**, Department of Psychiatry, Duke University Medical Center, Durham, North Carolina 1985-1989

## ACADEMIC HONORS

- N.I.M.H. Research Service Award
- National Institute of Mental Health Trainee
- Nickerson '64 Psychology Prize, Dartmouth College
- Dartmouth College Senior Fellowship
- Reeves Foundation Scholar
- National Elks Foundation Scholar

## PROFESSIONAL AFFILIATIONS

### Membership

American Psychological Association 1985-present  
Canadian Psychological Association 1990-present

### Licensure as a Psychologist

Ontario 1990-present  
Massachusetts 1989-1991  
North Carolina 1985-1991

## PROFESSIONAL ACTIVITIES

### Editorial Consultant

*Personality and Social Psychology Bulletin* 1982-1983  
*Journal of Clinical and Social Psychology* 1982-1986  
*Health Psychology* 1988-1989

## WORK EXPERIENCE

### Founding Partner, JordanWorks Incorporated 1993-Present

JordanWorks is a management consulting firm with global reach that helps client organizations deliver impact through the application of sound psychological research and practices. The firm's principals are Ph.D. organizational psychologists and experts in related disciplines.

### Director, Wilson Banwell & Associates, Toronto 1990-1993

For this major Canadian provider of corporate employee assistance and corporate health programs, I developed, supervised, and delivered innovative health promotion, stress prevention, absence and disability management programs.

### Director, Behavioral Medicine Services, University of Massachusetts Medical Center 1989-1990

The behavioral medicine services I coordinated included an outpatient clinic and inpatient consultation service. Patients were seen for risk factor reduction treatment of stress related medical problems, adjustment to chronic illness, and evaluation of the psychological factors affecting physical conditions. The clinic also functioned as a training site for psychology interns and medical students and residents.

### Psychology Director, Combined Medical Specialties Unit (CMSU), Duke University Medical Center 1985-1989

The CMSU, a 15-bed multidisciplinary clinical-research unit in the Department of Medicine, was created for patients with functionally disabling medical problems (e.g., headache, irritable bowel, poorly controlled diabetes, syncope, and chronic pain syndromes), caused or complicated by psychosocial factors. I principally developed and coordinated the integrated psychological assessment and treatment components of the program.

- Senior Staff Psychologist**, Psychodiagnostic Laboratory, Duke University Medical Center 1985-1989
- In this role I supervised interns and post-doctoral fellows in a wide range of consultation services to the medical, surgical and psychiatry services of Duke Hospital (inpatient and outpatient), including personality assessment, neuropsychological testing, and behavioral analysis and modification.
- Polysomnographic Technician**, Dartmouth Sleep Disorders Clinic, Dartmouth Medical School, Hanover, New Hampshire (Supervisor: Dr. Peter Hauri) 1976-1978

## ORGANIZATION DEVELOPMENT CONTRACTS

### Representative Clients

Allstate	Globe and Mail
Bank of Montreal	Human Genome Sciences
Canada Life	Mercantile & General Reinsurance
Citigroup	Pillsbury
Covidien	Rogers Communications
CP Rail	Sears
Davita	TD Bank Group
Geosoft	UNUM/Provident Insurance
GlaxoSmithKline	U.S. Postal Service

### Workplace Health and Well-being

- Designed and supervised delivery of programs to prevent and manage adverse stress reactions in the workplace (U.S. Postal Service)
- Devised and implemented process improvements for the fair and efficient adjudication of “mental and nervous” disability claims, coupled with more effective return-to-work interventions (multiple insurance companies)
- Conducted a confidential assessment of police substance abuse patterns, contributing cultural and organizational factors, and realistic reduction strategies, with the cooperation of a large metropolitan police union
- Designed and coordinated team effectiveness interventions in troubled departments of major hospital systems
- Designed and led delivery of a career redirection program for recently unemployed miners
- Designed and led delivery of COVID-era leadership programs to build employee resilience and lead them effectively through disruptive change

### Leader Development

- Led executive assessment, coaching and team development services for major corporations in multiple countries and sectors (finance, consumer goods, transportation, communication, healthcare)
- Designed (and for twelve years led) the implementation and continuous improvement of GlaxoSmithKline’s flagship leader development program for approximately 800 emerging leaders; this one-year experiential learning commitment interspersed three, three-day live workshops with prescribed action learning assignments, culminating in a rigorous simulation-based assessment center
- Invited by the Royal Canadian Navy as a leader-observer at sea, during maneuvers in the Arctic
- Invited by the Saudi Health Ministry to conduct leadership workshops with their hospital emergency services directors

## **Organizational Performance**

- Led the field research, competency model development, implementation strategy formulation, supporting resource development and leader training for the launch of sales force effectiveness systems for GlaxoSmithKline in 2000, 2005 and 2020
- Was the lead architect for the change management, implementation strategies and leader training for multiple global corporate initiatives (examples: a new incentive compensation program and new leader behavior expectations)
- Designed onboarding strategies and programs to accelerate first-year performance in a consumer products company
- Drove business achievement through customized interventions (cultural, social, behavioral and experiential) that rapidly increased employee business acumen, enterprise decision-making and cross- functional collaboration (in multiple pharmaceutical firms)
- Strengthened leaders' abilities to select, develop, lead and retain outstanding talent, with the design and delivery of resources and programs based on behavioral research that specified the knowledge, skills and behavior that drive successful performance
- Transformed corporate training, learning and development functions (their roles, processes, structure, governance and capability building) to drive greater business value through the application of contemporary principles of performance consulting and adult learning (experiential learning, action learning, blended learning and social learning methods), for one Fortune 100 and multiple Fortune 500 companies

## RESEARCH GRANTS & CONTRACTS

“Marital dysfunction and chronic Pain” (Principal Investigator), Mary Duke Biddle Foundation.	1988-1989
“A randomized control study of functional outcome” (Co-Principal Investigator), Kaiser Family Foundation.	1988-1990
“Educating the internist in communication skills and the psychological aspects of medical care” (Co-Principal Investigator), National Fund for Medical Education.	1987-1989
“Efficacy of trazodone in the treatment of fibrositis” (Co-Principal Investigator), Bristol Myers.	1986-1988
“A pilot study of the combined medical specialties unit” (Co-Principal Investigator), Kaiser Family Foundation.	1986-1987
“Efficacy of combined medical /psychiatric treatment” (Principal Investigator), North Carolina United Way.	1986-1987

## PUBLICATIONS

- Bombardier, C.H., Divine, G. W., Jordan, J. S., Brooks, W. B., and Neelon, F.A. (1993). Minnesota Multiphasic Personality Inventory (MMPI) cluster groups among chronically ill patients: Relationship to illness adjustment and treatment outcome. *Journal of Behavioral Medicine*, 16 (5), 467-484.
- Bombardier, C., Gorayeb, R., Jordan J., Brooks, W.B., and Divine, G. (1991). The utility of the Psychosomatic Symptom Checklist among hospitalized patients. *Journal of Behavioral Medicine*, 14 (4), 369-381.
- Bombardier, C. H., D’Amico, C., & Jordan, J. S. (1990). The relationship of appraisal and coping to chronic illness adjustment. *Journal of Behavioral Research and Therapy*.
- Brooks, W. B., Jordan, J. S., Divine, G., & Neelon, F. A. (1990). The impact of psychological factors on the measurement of functional status: Assessment of the Sickness Impact Profile. *Medical Care*.
- Jordan, J. S., Harvey, J. H., & Weary, G. (1988). Attributional biases in clinical decision-making. In D.C. Turk and P. Salovey (Eds.), *Reasoning, inference and judgement in clinical psychology*. New York: The Free Press.
- Brooks, W. B., Finestone, D. H., Jordan, J. S., Tillotson, E. G., & Neelon, F. A. (1988). The Combined Medical Specialties Unit after five years. *North Carolina Medical Journal*, 49, 11-16.
- Jordan, J. S., & Keefe, F. J. (1987). Behavioral treatment of chronic pain. In J. I. Walker, J. T. Brown, & H. A. Gallis (Eds.), *The complicated medical patient: New approaches to psychomedical syndromes*. New York: Human Sciences Press.
- Jordan, J. S., & Keefe, F. J. (1987). Sexual Dysfunction and disability in chronic pain patients. In R. France and K. R. Krishnan (Eds.), *Treatment of chronic pain*. Washington: American Psychiatric Press.

- Surwit, R. S., & Jordan, J. S. (1987). Behavioral treatment of Raynaud's Syndrome. In J. Hatch, J. G. Fisher, & J. D. Rugh (Eds.), *Biofeedback: Studies in clinical efficacy*. New York: Plenum.
- Harvey, J. H., Weary, G., Maddux, J. E., Jordan, J. S. & Galvin, K. S. (1985). Attitude change theory, research and clinical practice. In G. Stricker & R. Keisner (Eds.), *The implications of non-clinical research for clinical practice*. New York: Plenum.
- Weary, G., Jordan, J. S., & Hill, M. (1985). The attributional norm of internality and depressive sensitivity to social information. *Journal of Personality and Social Psychology*, 49, 1283-1293.
- Weary, G., Jordan, J. S., Hill, M. & Prewett, J. N. (1984). Interpersonal consequences of a depressive attributional style. In *Proceedings of the 2<sup>nd</sup> Annual Texas Tech University Symposium*. Texas Tech University Press.
- Weary, G., Hill, M., & Jordan, J. S. (1984). Observers' reactions to attributors' ascriptions of causal responsibility: Concordance of causal understanding. *Social Psychology Quarterly*, 47, 102-106.
- Weary, G., Mirels, H. L., & Jordan, J. S. (1982). The integration of clinical and social psychology: Current status and future directions. In G. Weary and H. L. Mirels (Eds.), *Integrations of clinical and social psychology*. New York: Oxford.

## **PROFESSIONAL PAPERS AND PRESENTATIONS**

- Bombardier, C. H., Gorayeb, R., Brooks, W. B., Jordan, J. S., & Neelon, F. A. (1989). Rapid identification of somatizing patients with an expanded SUNY-A. Presentation at the 10<sup>th</sup> Annual Meeting of the Society of Behavioral Medicine, San Francisco.
- Bombardier, C. H., Rubin, L., Jordan, J. S., Brooks, W. B., Feldman, M., & Neelon, F. A. (1989). Marital dysfunction and treatment of chronic pain. Presentation at the 10<sup>th</sup> Annual Meeting of the Society of Behavioral Medicine, San Francisco.
- Brooks, W. B., Jordan, J. S., Smith, K. S., Feldman, M. D., Shortliffe, A. E., & Neelon, F. A. (1989). Multidisciplinary treatment of patients with combined medical and psychiatric problems: A randomized control trial. Presentation at the Annual Southern Regional Meeting of the Society of General Internal Medicine, New Orleans.
- Brooks, W. B., Jordan, J. S., Bombardier, C. H., Smith, K. S., Feldman, M. D., & Neelon, F. A. (1989). Assessing health status in patients with combined medical and psychosocial problems: Comparison of three measurement instruments. Presentation at the Annual Southern Regional Meeting of the Society of General Internal Medicine, New Orleans.
- Brooks, W. B., Jordan, J. S., Feldman, M. D., & Neelon, F. A. (1989). Teaching residents how to take care of patients with medical and psychosocial problems: An inpatient based psychosocial curriculum for resident physicians. Workshop presented at the 12<sup>th</sup> Annual Meeting of Society of General Internal Medicine, Arlington, Virginia.
- Brooks, W. B., Neelon, F. A., Jordan, J. S., & Feldman, M. D. (1989). The combined medical specialties unit psychosocial curriculum. Symposium presented at the Annual Southern Regional Meeting of the Society of General Internal Medicine, New Orleans.

- Finestone, D. H., Marsh, G. R., Oshrain, L. B., Hoelscher, T. J., Jordan, J. S., Rice, J. R., & Webb, M. D. (1989). Sleep disorders in fibromyalgia patients. Presentation at the Annual Meeting of the American Psychosomatic Society, San Francisco.
- Finestone, D. H., Oshrain, L. B., Jordan, J. S., & Rice, J. R. (1989). Fibromyalgia, a prototypical psychosomatic disorder. Paper presented at the 35<sup>th</sup> Annual Meeting of the Academy of Psychosomatic Medicine, New Orleans.
- Jordan, J. S., Brooks, W. B., Bombardier, C. H., Smith, K. S., Neelon, F. A., Shortliffe, A. E., & Feldman, M. D. (1989). Chronic health problems improve most with multidisciplinary treatment. Presentation at the 10<sup>th</sup> Annual Meeting of the Society of Behavioral Medicine, San Francisco.
- Jordan, J. S., & Weary, G. (1989). Social consequences of health locus of control beliefs. Presentation at the 10<sup>th</sup> Annual Meeting of the Society of Behavioral Medicine, San Francisco.
- Jordan, J. S., Brooks, W. B., Finestone, D. F., Tillotson, E. G., & Neelon, F. A. (1988). Improvement in functional status of patients with chronic health problems linked to depression and attributions. Presented at the 9<sup>th</sup> Annual Meeting of the Society of Behavioral Medicine, Boston.
- Morrell, E. M., Jordan, J. S., Anderson, N. A., & Hoelscher, T. J. (1988). The aging variable in behavioral medicine. Presented at the 9<sup>th</sup> Annual Meeting of the Society of Behavioral Medicine, Boston.
- Brooks, W. B., Jordan, J. S., Finestone, D. F., Tillotson, E. G., & Neelon, F. A. (1988). Does a multidisciplinary unit improve function in patients with combined medical/psychiatric problems. Paper presented at the NIMH Research Conference on the Treatment of Mental Disorders in General Health Care Settings, Pittsburgh.
- Hill, M., Jordan, J. S., & Weary, G. (1983). Interpersonal attraction: The influence of similarity, perceived correctness and the importance of causal understanding. Paper presented at the Southeastern Psychological Association Convention, Atlanta.
- Jordan, J. S. (1983). Perils and prospects for a clinical/social cognition integration. Paper presented at the Midwestern Psychological Association Convention, Chicago.
- Weary, G., Jordan, J. S., & Hill, M. (1983). Depression and sensitivity to attributional norms. Paper presented at the American Psychological Association Convention, Anaheim, California.
- Jordan, J. S., & Weary, G. (1982). Interpersonal attraction, causal attributions, and the threat of perceived similarity. Paper presented at the Midwestern Psychological Association Convention, Minneapolis, Minnesota.
- Weary, G., Jordan, J. S., Hill, M., & Prewett, J. N. (1982). Depression and sensitivity to attributional norms. Paper presented at the 2<sup>nd</sup> Annual Texas Tech University Symposium, Lubbock, Texas.
- Jordan, J. S., Swanson, H. R., & Weary, G. (1981). Similarity of actors' and observers' causal judgements and interpersonal evaluative processes. Paper presented at the Midwestern Psychological Association Convention, Detroit.
- Swanson, H. R., Jordan, J. S., & Weary, G. (1981). Interpersonal evaluation: The role of actor-observer attributional consensus. Paper presented at the Midwestern Psychological Association Convention, Detroit.