

Joshua B. Barbour, PhD

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Since 1999, Josh has consulted with numerous private and public organizations as a expert on organizational communication, analytics, and applied research methods. Josh has done most of his work in health care contexts (e.g., hospital organizational development, leadership and management training in the insurance industry), but he has also worked in the retail, nonprofit, government, and financial sectors. **His interests center on helping organizations address their most pressing problems by asking insightful questions and using sound research design to find answers.** His work has been published in academic journals and a field handbook. He earned his doctorate at the University of Illinois at Urbana-Champaign in organizational communication. He has received numerous awards including a field prize for his multilevel model of physicians' reactions to managed care.

Research Highlights

- Managed ethnographic research-based computer simulations of retail customer service and production processes for Fortune 500, multinational client generating insights for implementation in more than 14,000 outlets
- Coordinated a team of consultants and programmers to develop and manage an online 360 leadership assessment tool for thousands of managers and executives in multiple sectors (e.g., insurance, healthcare, information technology, and city management)
- Designed and implemented study of over 3,000 physicians to create a multilevel model of physicians' reactions to managed care
- Developed data-driven models of leadership effectiveness for management team workshops as part of Fortune 500 insurance company's leadership development initiative
- Managed the collection and analysis of data for a federally funded assessment of the field of urban forestry including a network analysis of over seven hundred organizations
- Published work in *Management Communication Quarterly*, *Communication Theory*, and *The Handbook of Health Communication*