Access to Experts

Jennifer Bustamante, PhD , Workforce and Consumer Insights Specialist

Dr. Jennifer Bustamante was a senior researcher within The Conference Board (TCB) human capital practice. With over a decade of experience in the field of organizational behavior, she lead research efforts in the areas of diversity and inclusion, workforce demographics, employee engagement, leadership development, and talent management. Bustamente also served as the lead researcher from TCB for the joint partnership with Deloitte Consulting and Sirota to build a research community of practice, The Engagement Institute™.

Prior to joining TCB, Bustamente worked as a bilingual change management consultant at Gallup where she partnered with global clients to drive enterprise-wide improvements in both employee and customer engagement. She also served as an associate research director at the Corporate Executive Board (CEB). While at CEB, Bustamente designed and led a variety of quantitative and qualitative studies aimed at both exploring key human resource (HR) challenges and identifying empirically tested solutions to solve these challenges.

Additionally, Bustamente has taught HR and I/O psychology courses at Barnard, Hunter, and LIM Colleges, and she was recently published in *Human Resource Development Quarterly* and *Human Resource Development International* journals.

Bustamente holds both an MA and a PhD in social-organizational psychology from Columbia University, where she received an academic distinction for her dissertation research exploring the roles of demographic diversity, social capital, and diversity climate on organizational outcomes. She also received a dual bachelor's degree in psychology and Spanish literature from Dartmouth College.

Contact Carol Courter, Manager, Corporate Communications, +1 212 339 0232, courter@conferenceboard.org

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