

FACULTY VITA

NAME Cosette Gibson Pfaff
RANK Visiting Instructor
FIELD Business Administration

I. ACADEMIC DEGREES (include years)

- M.S. Agricultural Economics, University of Idaho, 1984
- B.S. Agricultural Economics, University of Idaho, 1982

II. ACADEMIC AND PROFESSIONAL EXPERIENCE

Academic Experience

- 2017 – present: Visiting Instructor, Pacific Lutheran University School of Business
- 2013 – present: Adjunct Instructor (part-time), Pacific Lutheran University
- 2014 – present: Adjunct Instructor (part-time), Highline College
- 2012 – 2014: Adjunct Instructor (part-time), Tacoma Community College

Professional Experience

- 2015 – present: Facilitator/Group Leader, EXCELL Puget Sound, Tacoma, WA (A peer to peer, professional development and accountability group for executives and leaders)
- 2014 – present: Training Instructor at Port of Seattle, SeaTac International Airport, Tukwila, WA
- 2014 – present: Interim General Manager, Spartan Services, Inc., Tacoma, WA
- 2010 – present: President, Fast Forward Your Success, Tacoma, WA (A coaching/consulting firm engaged in professional development and training focusing on interpersonal skills and organizational behavior.) Clients include: General Plastics, Belmont Cabinets, Puget Sound Orthopaedics, Stella Jones/McFarland Cascade, Bath Fitter, Harts Plumbing, Heritage Bank, Pacific Northwest Periodontics, Powell Property Management, Washington State, Department of Services for the Blind, Washington State, Department of Enterprise Services, Tacoma Public Schools, Comcast, Continuent, United Way and Washington Alarm
- 2010 – 2011: Executive Director, South Sound Regional Business Incubator, Federal Way, WA
- 2008 – 2010: General Manager, Trotter & Morton, Facilities Services, Federal Way, WA
- 2002 – 2008: Sales and Customer Service Manager, Puget Sound Refrigeration, Seattle, WA
- 1998 – 2002: Sales Manager, Eschelon Telecom, Seattle, WA
- 1988 – 1998: Area Manager, Stanley-Bostitch., East Greenwich, R. I.

III. COURSES TAUGHT

Undergraduate, Business and Economics

- Organizational Behavior
- Global Management
- Sales and Sales Management
- Business Writing

- Principles of Microeconomics
- Principles of Macroeconomics
- Principles of Salesmanship
- Human/Labor Relations
- Management/Supervision
- Business Ethics and Sustainability
- Business Development
- Negotiation and Conflict Management
- Customer Service and Interpersonal Communications

IV. SCHOLARSHIP (APA citations)

Peer Reviewed Journal Articles: none, 2012 – 2016

Peer Reviewed Proceedings: none, 2012 – 2016

Peer Reviewed Paper Presentations: none, 2012 – 2016

V. AWARDS (Scholarship, Teaching, Service)

- None, 2012 – 2016

VI. SERVICE

Professional:

- “Leadership Through Good and Bad Times, Becoming a Better CEO,” (invited lecture), IMPACT 2017
- “Change Is In The Air, How to Obtain and Keep Higher Margin Customers,” (invited lecture) IMPACT 2016
- “The Four Disciplines of Execution,” (invited lecture), Association for Women Owned Businesses (AWOB) annual conference, 2016
- “Get Your Growth Groove On, Common Growth Strategies and Ways to Make Them Work for Your Business,” (invited lecture) IMPACT 2015
- “Goal Setting and Implementation-the Four Disciplines of Execution,” (invited lecture), Women’s Resources annual conference, 2015
- “Finding Empowerment and Value in Your League Experience,” (invited lecture) Junior League Annual State Convention, 2014
- “To Sell is Human,” (invited lecture), Seattle University Albers School of Business, Sales Class, 2013
- “Business Ethics and Profitability,” (invited lecture), Professional Decorators and Contractors Association (PDCA) of Washington, Annual Conference, 2011

Community:

- 2007 – Present: BOD, KIROS, Bellevue, WA
- 2007 – Present: Mentor for Business Students, Albers School of Business, Seattle University
- 2012 – Present: BOD, Saint Francis House, Puyallup, WA
- 2015 – 2016: Mentor for student entrepreneurs in the Young Entrepreneur Association of Pierce County in partnership with the Chamber of Commerce, Tacoma, WA
- 2012 – 2015: BOD, Center Stage Theater, Federal Way, WA
- 2012 – 2015: BOD, Women’s Resources, Tacoma, WA
- 2011 – 2014: BOD, Referrals Unlimited, Federal Way, WA
- 2008 – 2010: BOD, Seattle Executives Association, Seattle, WA