
Contributors

Jos Benders holds the Chair in Organization Concepts at Tilburg University and is a Guest Professor at the Centre for Sociological Research of the Katholieke Universiteit Leuven. His research interests include fashionable organization concepts, new technology in organizations, “lean” in health care, self-directed work-teams and late medieval coinage in the Low Countries. He is co-author and author of a wide range of publications, and published in such journals as *Human Relations*, *Information and Management*, *Journal of Management Studies*, *Numismatic Chronicle*, *Organization Studies*, and *Organization*.

Robert-Jan van den Berg is management consultant at Capgemini Consulting, focusing on business strategy and transformation in general and the utilities and telecom sector specifically. His research interests are related to strategic management, knowledge and expertise management in professional service organizations. His work has been published in journals such as *Bedrijfskunde*, *Journal of Organizational Change Management*, and *Technovation*.

David M. Brock is an Associate Professor at the Guilford Glazer Faculty of Business and Management, Ben-Gurion University of the Negev; and Associate Fellow, Saïd Business School, University of Oxford. He is Director of BGU’s English language, full-time MBA program. He currently serves on the editorial boards of the *Journal of Management Studies* and the *Journal of International Management*, and is a guest editor at *Journal of Management Studies*. His research areas include global strategy, the international diversification of professional service firms, and institutional changes in the professions. He has published recent articles in the *Journal of International Business Studies*, *Journal of International Management*, and *International Business Review*.

Timothy Clark is Professor of Organisational Behaviour at Durham Business School, Durham University. In the last decade he has conducted a series of research projects into consultancy work and speaker–audience interaction during management guru lectures. The publications emanating from these projects include *Critical Consulting: New Perspectives on the Management Advice Industry* (2002, Blackwell, with Robin Fincham), *Management Speak* (2005, Routledge, with David Greatbatch), and most recently *Management Consultancy: Boundaries and Knowledge in Action* (2009, Oxford University Press, with Andrew Sturdy, Karen Handley, and Robin Fincham). He has recently edited with Matthias Kipping the *Oxford Handbook of Management Consulting*.

Laura Empson is Professor in the Management of Professional Service Firms and Director of the Centre for Professional Service Firms at Cass Business School in London. Her current research (funded by the ESRC) is concerned with leadership dynamics in professional service firms. More generally she is interested in how professionals and the firms they work within respond to and manage change, and she has published extensively in leading academic journals on topics such as new forms of governance, post-merger integration, knowledge management initiatives, and the construction of organizational

identity. She is a member of the editorial boards of *Organization Studies* and *Journal of Management Studies*. She is also committed to translating her research for a practitioner audience, for example in the 2007 book *Managing the Modern Law Firm* (Oxford University Press). Before joining Cass she spent 15 years at Oxford University and London Business School, and prior to becoming an academic worked for several years as an investment banker and strategy consultant.

Robin Fincham is Professor Emeritus at Stirling Management School, Stirling University. His research interests are focused broadly on the area of management knowledge, with interests in management consultants as change agents, comparative accounts of expert labor, knowledge management, and management ideas. His work has appeared in *Human Relations*, *Organization*, *Journal of Organizational Behaviour*, *Journal of Management Studies* and *British Journal of Management*. He is a co-author (with Andrew Sturdy, Karen Handley, and Timothy Clark) of *Management Consultancy: Boundaries and Knowledge in Action* (2009, Oxford University Press).

John Flood is Professor of Law and Sociology at the University of Westminster and Visiting International Professor of Law at the University of Miami. His research centres on the legal profession, the role and organization of large law firms, globalization of law, and regulation of legal services. He has published in *Modern Law Review*, *Journal of Law and Society*, *International Journal of the Legal Profession*, *Indiana Journal of Global Legal Studies*, and *Law and Society Review*.

Johannes Glückler is Professor of Economic and Social Geography and Research Fellow at the Marsilius Center for Advanced Study, University of Heidelberg. His research interests are in the areas of economic geography, social networks, and service industries. He has published on relational economic geography, the geography of knowledge, and organizational networks in journals such as *Organization Studies*, *Journal of Economic Geography*, *Regional Studies* and the *Service Industries Journal*. He is co-author of his latest monograph, *The Relational Economy* (2011, Oxford University Press), which analyzes the geographies of knowing and learning in the global knowledge economy.

Hans Gruber is Professor of Educational Science and currently Vice-Rector for Study Affairs of the University of Regensburg. His main research interests lie in the fields of professional learning, expertise, workplace learning, social network analysis, and higher education. He is member of the Education Sciences Review Board of the German Research Foundation and of the Executive Committee of the European Association for Research on Learning and Instruction.

Aino Halinen is Professor of Marketing at the Turku School of Economics, University of Turku. She has led research projects on value creating business networks, and her current research interests focus on collaborative new service development and qualitative methodology for the study of network dynamics. She has published articles on professional service marketing, relationship marketing, business network dynamics, and longitudinal research methodology in journals including *Journal of Management Studies*, *Journal of Business Research*, *Industrial Marketing Management* and *International Journal of Service Industry Management*.

Karen Handley is a Principal Lecturer in Management and Organisational Studies. Her research interests include workplace learning and identities, student engagement in higher education, and the development of student academic literacies. She has published in *Studies in Higher Education*, *Higher Education Research and Development*, *Journal of Management Studies*, *Management Learning*, *Organization*, and *Journal of Organizational Behavior*.

Stefan Heusinkveld is Associate Professor at the Faculty of Economics and Business Administration, VU University Amsterdam. His research concentrates on the production and consumption of management ideas and in particular the role of management consultants and management gurus. He has been involved in organizing a number of European Group of Organization Studies tracks on these themes. His work has appeared in various journals such as *Human Relations*, *Information and Management*, *Journal of Organizational Change Management*, *Management Learning*, *Organization Studies*, *Quality and Quantity*, *Scandinavian Journal of Management*, and *Technovation*.

Elina Jaakkola is a Senior Researcher in the Department of Marketing and International Business at Turku School of Economics, University of Turku. She has carried out multiple research projects addressing versatile marketing and management issues in professional service firms. Her current research interests focus on value creation, service development, and the role of networks in service businesses. Her academic work has been published in journals such as *International Journal of Service Industry Management*, *Marketing Theory*, and *Scandinavian Journal of Management*.

Keld Laursen is a Professor of the Economics and Management of Innovation at Copenhagen Business School. His current research focuses on open and distributed innovation processes and on organizational practices and innovation outcomes. His academic work has appeared in *Organization Science*, *Research Policy*, and *Strategic Management Journal*.

Lianne Lefsrud is a Ph.D. candidate in Strategic Management and Organization at the Alberta School of Business. Her research focuses at the intersection of institutional theory and professions, especially the role of language and rhetoric to define, value, and shape our conceptions of science, technology, the environment, and the associated state and self-regulatory institutions. Her research has been published in *Environmental Management*, *Journal of Urban Planning and Development*, and *Sage Encyclopaedia of Case Study Research*.

Bente R. Løwendahl is a Professor at BI Norwegian Business School, Department of Strategy and Logistics. Her research interests are the strategic management of knowledge intensive firms, with a particular focus on professional service firms (PSFs). Her book *Strategic Management of Professional Service Firms* (1997, 3rd edition, CBS Press, 2005) is widely cited by researchers as well as practitioners in this field. Her research has also appeared in academic journals such as *Strategic Management Journal*, *Human Relations*, *Organization Studies*, *Scandinavian Journal of Management*, and *California Management Review*. She has contributed to a number of books, including a Norwegian textbook on strategy for bachelor-level students (2010, 3rd edition, Cappelen Damm).

Volker Mahnke is a Professor of International Management and Entrepreneurship at Copenhagen Business School. His research interests include internationalization of professional service organizations and entrepreneurial ventures. His academic work has appeared in *Journal of Management Studies*, *R&D Management*, and *Management International Review*.

Namrata Malhotra is Assistant Professor of Strategy in the Imperial College Business School at Imperial College London. Her research focuses on understanding processes of organizational change and institutional change. She is especially interested in examining change processes in professional service firms. She has published in a number of scholarly journals including the *Journal of International Business Studies*, *Journal of Management Studies*, and *Organization Studies*.

Michael Mohe is Professor for Business Administration at the Campus Minden of the University of Applied Science Bielefeld. His research interest focuses on consulting research, professional service firms, and organizational and personnel development. His academic work has appeared in journals such as the *Journal of Change Management*, *Scandinavian Journal of Management*, and *Organization*.

Mark Mone is Associate Dean, Executive Education, and Professor of Management in the Lubar School of Business at the University of Wisconsin-Milwaukee. His research examines personal goals, self-efficacy, and self-esteem, and how these factors affect performance over time. He is also interested in organizational structure, decline, downsizing, and turnaround, in addition to quantitative and behavioral research methods. His work has appeared in *Academy of Management Review*, *Journal of Applied Psychology*, *Strategic Management Journal*, and *Personnel Psychology*.

Timothy Morris is Professor of Management Studies at the University of Oxford. His research interests concern the processes of innovation and change in professional service firms and are particularly focused on the interactions between the profession or occupational level and organizations in which professionals work. He has published in a number of scholarly journals including the *Academy of Management Journal*, *Journal of Management Studies*, *Journal of Organization Behavior*, and *Organization Studies*.

Daniel Muzio is a Professor of Leadership and Organization at the University of Manchester. His research interests include the sociology of the professions, the organization and management of professional services firms, and the interplay between professional occupations and professional organizations. He has published in several leading management, sociology, and law journals, including *Organization Studies*, *Sociology*, the *Journal of Economic Geography*, and *Work, Employment and Society*. He has recently completed an ESRC research project on how global firms use HRM techniques to manage local institutional pressures and form their next generation of transnational lawyers in the different jurisdictions in which they operate. He is currently (co-)editing a special issue of the *Journal of Management Studies* on the role of professions and professionals in processes of institutional change.

Natalia Nikolova is a Senior Lecturer of Management at the University of Technology Sydney Business School. Her research interests focus on management consulting,

professional business services, project-based organizations, and the creative industries. She has published in academic journals and books, and her work has been presented and recognized at a number of international conferences. In 2008, she received the Best Paper Award of the Management Consulting Division at the Academy of Management. In 2007, she published *The Client–Consultant Relationship in Professional Business Service Firms* (2007, Kölner Wissenschaftsverlag).

Markus Reihlen is Vice-President and the Otto Group Professor of Strategic Management at Leuphana University of Lüneburg as well as Associate Fellow at the Novak Druce Centre for Professional Service Firms at the University of Oxford. His research interests are at the crossroads of professional service organizations and research in strategic management, organization theory, and international business. His academic work has appeared in such journals as the *Journal of Management Studies*, *Research in the Sociology of Organizations*, and the *Scandinavian Journal of Management*.

Susan Segal-Horn is Professor Emeritus of International Strategy at the Open University Business School, UK. Her research interests are the globalization of service industries and service firms and the implementation of global strategies within multinational service firms. Her current research focus is how to manage cross-border coordination within global firms, especially within knowledge-intensive service firms such as professional service firms. Her work is published in the *Journal of Marketing Management*, the *Journal of World Business*, the *International Journal of Service Industry Management*, the *Service Industries Journal*, the *European Journal of Marketing*, the *Journal of Global Marketing*, the *European Management Journal*, and *Strategy and Leadership*. Her latest book is *Understanding Global Strategy* (2010, Cengage).

Jost Sieweke is a Research Assistant at Heinrich-Heine-University in Düsseldorf. His research interests focus on practice theories, particularly Pierre Bourdieu's theory of practice, cognitive-cultural sociology, and errors in organizations.

Michael Smets is a Lecturer in Strategy and a member of the Aston Centre for Critical Infrastructures and Services (ACCIS) at Aston Business School, as well as an Associate Fellow at the Novak Druce Centre for Professional Service Firms at the University of Oxford. His research interests focus on the strategic management, innovation, institutionalization, and international practice of professional services, such as law, consulting, and reinsurance. His work is typically international and uses innovative methodologies such as video ethnography.

Martin Stollfuß is a Research Assistant at Carl von Ossietzky University in Oldenburg. His main research interest focuses on employees' dealings with errors under working conditions of internal competition.

Lars Strannegård is Vice-President of the Stockholm School of Economics, Professor of Management and holder of the Bo Rydin and SCA Chair in Leadership. His research interests focus on aspects of leadership, aesthetics, branding and organization. Lars has carried out research on leadership practice in professional service firms and management practice in multinational organizations. He is head of the research program Media, Managers and Communication Consultants. His work has been published in journals like

Organization, Journal of Organization Change Management, European Journal of Marketing, Leadership, and Marketing Theory.

Andrew Sturdy is Professor of Organizational Behaviour at the University of Bristol. His research and policy interests are on management consultancy and organizational change, and his most recent book is *Management Consultancy: Boundaries and Knowledge in Action* (2009, Oxford University Press, with Karen Handley, Timothy Clark, and Robin Fincham). He is currently researching the organization and dynamics of internal consultancy.

Roy Suddaby is the Eldon Foote Chair in Law and Society at the Alberta School of Business, University of Alberta. He is also a Visiting Professor at Uppsala University and the editor of the *Academy of Management Review*. His research focuses on the intersection of business and social institutions and has been published in such journals as *Administrative Sciences Quarterly, Academy of Management Journal, Academy of Management Review, and Accounting, Organizations and Society*.

Per Vejrup-Hansen is a Professor of Labor Economics and Statistics at the Copenhagen Business School. His research interests include professional service organizations, performance pay, and HR management. His academic work has appeared in *Journal of Political Economy* and *Journal of Economy and Politics*.

Andreas Werr is a Professor at the Stockholm School of Economics and Head of the Center for HRM and Knowledge Work at the SSE Institute for Research. His research interests focus on the acquisition, application, and development of knowledge and expertise in knowledge-intensive work. He has carried out extensive research on the use of management consultants and the management of professional service firms. His work has been published in journals such as *Organization Studies, Organizational Change Management, and the MIT Sloan Management Review*.

Michael Woywode holds the Chair for Small and Medium-Sized Businesses as well as Entrepreneurship at the Faculty of Business Administration at Mannheim University. In his research he focuses on topics like firm dynamics and industry evolution, high-tech entrepreneurship, international entrepreneurship, and organizational change. His work has been published in journals such as *Academy of Management Journal, American Journal of Sociology, Organization Studies, Journal of Industrial Economics, and International Journal of Industrial Organization*.