

Contributors

Jens Allwood is Professor of Linguistics at the University of Gothenburg, Sweden. He is also Director of the interdisciplinary center SCCIIL. His research primarily includes work in linguistics, communication and cognitive science. In linguistics, he has mainly worked on semantics and pragmatics. He has investigated face-to-face interaction from several perspectives, for example corpus linguistics, computer modelling of dialogue as well as multimodal and intercultural communication. Presently he heads projects concerned with multimodal communication, cultural variation in communication and the influence of social activity on spoken language.

Nataliya Berbyuk Lindström has a PhD in General Linguistics from the University of Gothenburg, Sweden. She is currently an Assistant Professor in the Department of Applied Information Technology, Chalmers University of Technology and University of Gothenburg. She is Program Director for the international Master in Communication programme. Her research interests comprise international/intercultural communication/cross-cultural research, doctor–patient communication, multimodal communication, rhetoric, and technologies for e-learning.

Maria Bosse is a management consultant at Implement Consulting Group. Maria is a former PhD candidate at Roskilde University. Her research concerned management and board governance in start-up companies from the perspective of venture capitalists. Her research was anchored in the school of sociological pragmatism, and focused on micro processes of human interaction in organizations. Maria currently focuses on helping organizations to change routines and mindsets, to enhance trustful partnerships and collaboration. She has experience as a management consultant with clients and projects across the public and private sector. She has worked specifically with interdisciplinary challenges between venture-capitalists and start-up companies, as well as municipalities and hospitals.

May-Britt Ellingsen is senior researcher at Norut, Northern Research Institute, Tromsø, Norway and earned her Dr Philos. degree at UiT The Arctic University of Norway. She is an organizational sociologist and her

research focuses on trust, innovation and organizational change. Her recent works are on business collaboration, trust and innovation in clusters. As researcher in applied social science, Ellingsen has a long experience in participatory research and dialogue-based evaluations of collaboration and development processes in the public sector.

Bjarne Espedal is Professor of Leadership and Organizational Theory at NHH – Norwegian School of Economics. He is Editor-in-Chief of *Beta. Scandinavian Journal of Business Research*. He has published numerous articles in journals such as *Human Resource Management*, *British Journal of Management*, *Journal of Applied Behavioral Science*, *Leadership*, *Journal of Organizational Change Management*, *Journal of Leadership & Organizational Studies*, *European Journal of International Management*, *Journal of Change Management*, *Advances in Developing Human Resources* and *Human Resource Development Review*.

Morten Frederiksen is Assistant Professor at the Centre for Comparative Welfare Studies, Department of Political Science, Aalborg University and holds a PhD in Sociology. He conducts research on social policy, welfare states, civil society and volunteering, values and values change, welfare attitudes and trust. His main theoretical interests lie within the sociology of valuation and evaluation and in investigating the cultural foundations of judgement.

Lars Fuglsang is Professor at Roskilde University. His main research interest is how institutional and organizational frameworks are created to deal with the impact of innovation, technology and other forms of change on business and society. His current research is focusing on a practice-based understanding of the innovation process. He has published his work in journals such as *European Urban and Regional Studies*, *Science, Technology, & Human Values*, *Scandinavian Journal of Management*, *Service Industries Journal* and *Organization*.

Anne H. Gausdal is Associate Professor at University College of Southeast Norway. She earned her PhD in Business Economics at Bodø Graduate School of Business, University of Nordland, Norway. Professor Gausdal has been involved in network development in the Norwegian industry since 2001. Her scientific production covers three main areas: methods for innovation, inter-organizational trust-building and network management, composition and outcome. She has published in journals that include the *Journal of Trust Research*, *Entrepreneurship & Regional Development*, *International Journal of Action Research*, *BETA*, *Scandinavian Journal of Business Research*, *Systemic Practice and Action Research*, and *Journal of the Knowledge Economy*.

Kjell Grønhaug is Professor Emeritus at the Norwegian School of Economics and Business Administration, Bergen. He holds an MBA and a PhD in marketing from the School, an MS in sociology from the University of Bergen, and carried out his postgraduate study in quantitative methods at the University of Washington. He has been Visiting Professor at several American and European universities. He has also been an Adjunct Professor at the Helsinki School of Economics and is associated with universities in Stavanger, Tromsø and Nordland. He is Honorary Doctor at Turku School of Economics and Business Administration, Stockholm School of Economics and the University of Gothenburg, and the recipient of the prize for excellence in research at his own institution awarded every fifth year. He has been involved in a number of research projects related to a variety of marketing problems, corporate strategy, industry studies and multiple evaluation studies. His publications include 18 authored and co-authored books, and numerous articles in leading American and European journals and contributions to many international conference proceedings.

Uffe Kjærgaard Hansen is a PhD candidate at Roskilde University. His research and teaching revolves around philosophy of science, problem-oriented project work, organizing and trust. He is currently studying how the practices of shop stewards, including organizing and establishing trusting relations at the workplace, are affected by goal-oriented development initiated at the union level. The research is conducted as qualitative studies at both the union and workplace level and within the frame of symbolic interactionism.

Mirjami Ikonen, PhD, is a Senior Lecturer in Management and Leadership at the UEF Business School, University of Eastern Finland. Her primary research focus is in interpersonal trust development and leadership issues from a process perspective. Her current research interests include organizational trust and communication, cultural issues and new qualitative methods.

Søren Jagd is Professor of Trust-Based Leadership at Roskilde University, Denmark. He holds a PhD from Copenhagen Business School. His main areas of research include leadership and trust, trust and control and process perspectives on trust. His work has appeared in journals such as *Current Sociology*, *Society and Business Review*, *European Journal of Social Theory* and *Organization*.

Svein Tvedt Johansen is Associate Professor, School of Business and Economics at UiT The Arctic University of Norway. He holds a PhD in organizational behaviour from the Norwegian School of Economics

(NHH) in Bergen, Norway. In his research Johansen looks at the formation and development of interpersonal trust in organizational settings and the interaction between situational characteristics, goals and trust. Another research interest relates to hybrid organizations and management within hybrid organizations. Johansen has published in journals that include the *Journal of Business Ethics*, *Management Decision*, *Journal of Applied Social Psychology*, *Journal of Change Management* and *Public Opinion Quarterly*. Johansen's teaching experience includes courses on leadership, organization theory and HRM and strategic management. He is currently an associate editor of the *Scandinavian Journal of Business Research*.

Inga-Lill Johansson, Associate Professor, has a PhD in Business Administration from the University of Gothenburg, Sweden. Her research is focused on the relationship between accountability and trust. It involves studies of organizational practices and communication among professionals in business and public-sector organizations. She has published in journals such as *Journal of Organizational Transformation & Social Change*, *Qualitative Research in Accounting & Management*, *Management Accounting Research* and *Scandinavian Journal of Management*. She has co-edited a special issue of *International Journal of Public Sector Management* and is the co-editor of *An Actor's Approach to Management: Conceptual Framework and Company Practices* (DJØF Publishing, 2011) and *Värdet av Förtroende (The Value of Trust)* (Studentlitteratur, 2006).

Kirsti Malkamäki is PhD candidate in the UEF Business School, University of Eastern Finland. She graduated in Economics from the University of Eastern Finland in 2011. She has extensive experience in the field of trade organization at different levels of supervisory and management positions. Her current research focus is multilevel development of trust in organizations.

Kirsten Mogensen is Associate Professor, Roskilde University, Denmark. Mogensen was Chief Press, Information and Protocol Officer for Aceh Monitoring Mission 2005–2006, and has participated in a number of international election observation missions, most recently for the Carter Center in Myanmar. She has a background in professional journalism and has been Associate Professor in Journalism since 1989 at the Danish School of Journalism and since 1999 at Roskilde University. Mogensen has been affiliated with Stanford University (2010), Louisiana State University (2001–2002), and University of Minnesota (1975–76), either as a student or as a visiting scholar. Her research interests are in

the area of public diplomacy and international trust building. Her research has appeared in journals such as *International Communication Gazette* and *Media, War & Conflict*.

Lovisa Näslund is Assistant Professor at the Stockholm School of Economics. She received her PhD in business administration in 2012 from the same school. Her research has focused on processes of trust creation in project groups and markets for professional services and organic goods, particularly focusing on how context shapes the conditions and means of the development of trust and distrust. Her research has been published in journals such as *Human Relations* and has been highlighted in *The Economist*.

Margit Neisig is Assistant Professor, Business Administration, Roskilde University, Denmark. She has a PhD in socio-technological planning, and has many years of practical experience in management of change/transition in organizations. She has held positions as head of divisions in TDC (a Danish telecom company), the County of Funen and the Municipality of Fredensborg. She has been a consultant for several organizations and taught at several universities. Her main focus is on leadership and human resource management.

Kevin Anthony Perry is a Postdoc researcher in inclusion at the Department of Learning & Philosophy, Aalborg University, Copenhagen, Denmark. Currently, he is researching what promotes and hinders 'inclusion' in Danish Schools from the perspectives of children and young people. He has a BA (Hons) degree in European Social Work from Portsmouth University and a Master's of Science in Social Work from Aalborg University. He has a diverse background and has experience working in different occupations such as soldier, taxi driver, door-to-door sales, doorman, residential social worker and street youth worker. Prior to his PhD studies, he worked for the Regional Authority of Bornholm in Denmark from 2001 to 2008, working primarily with crime reduction in the local community. Kevin undertook his PhD at Roskilde University in Denmark. His doctoral thesis centres on the relationships between a group of young men with ethnic minority backgrounds and diverse frontline public sector employees whom they regularly encounter. The study carefully explores these relationships from both the perspectives of the young men with ethnic minority backgrounds and the professionals, and contributes towards understanding the micro processes at play in distrust and trust building processes.

Mette Apollo Rasmussen is a PhD fellow at Roskilde University. Her research and teaching centres round organization, leadership and trust

studied from a micro process perspective. She is currently studying processes making participation in business networks valuable in collaboration with a Danish municipality. Her research is based on ethnographic fieldwork within a theoretical frame of symbolic interactionism. Generally, her research designs are based on qualitative data within a theoretical frame of symbolic interactionism and interpretations.

Taina Savolainen is Professor of Management and Leadership and leader of the research group of 'Trust within Organizations' at the University of Eastern Finland, Business School. She is a trust educator and trainer for enhancing workplace trust-building skills. She is an active researcher and author on trust publishing in academic and business forums with a specific focus on trust development in intra-organizational work relationships. Her current focus is in the process approach to trust research. She is a contributor to the three books published by TRUST Inc. in the Trust Across America–Trust Around the World Alliance network where she was named as one of the 100 Top Thought Leaders in Trust 2015, and is also involved in other international networks for promoting trust.

Marcus Selart is Professor of Leadership and Organizational Behavior at the Norwegian School of Economics (NHH). His areas of interest include how leadership and communication systems influence risk taking, trust, ethical behaviour and change acceptance. He has been a member of the Nordic research network on trust in and between organizations for several years. His central activities involve advising managers, teams and organizations. He also has experience of negotiations, change management, decision implementation, risk governance, and human resource selection.

Anna Swärd is Post-doctoral Researcher at the Centre for the Construction Industry at the Norwegian Business School BI in Oslo. Her main research is on trust processes in alliances and project based organizations focusing on the nature of trust, trust-formation processes, and the dynamics of trust. Her recent work focuses on practices, organizing and coordination in project-based organizations. Her research has appeared in journals such as *Journal of Purchasing and Supply Management* and *International Journal of Business Alliances*.

Niels Thygesen is Associate Professor at the Department of Management, Politics and Philosophy, Copenhagen Business School (CBS). His research focuses on trust, technology and temporality in public sector organizations. He is the Program Director of the Master of Public Administration at CBS. His research develops a poststructuralist and

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Steen Vallentin is Associate Professor of CSR (corporate social responsibility) at the Department of Management, Politics and Philosophy, Copenhagen Business School (CBS). Apart from doing research in the field of trust and leadership in relation to public sector reform, his research focuses on the political aspects of CSR, including the role of government, the emergence of new modes of governance and the impact of media and public opinion on corporate communication and action. His work is published in numerous journals and books.