Contributors

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**Polly Black** is Visiting Professor of Practice in Communications and Entrepreneurship at Wake Forest University, USA. Her research focuses on consumer behaviour and consumer trust.

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Jane Glover is a Research Fellow at the University of Birmingham, UK. Her research interests lie in small family firms with a particular focus on rural firms. Jane conducts qualitative research using multiple approaches including interviews, participant observation and documentary analysis.

David E. Gray is Professor of Leadership and Organisational Behaviour at the University of Greenwich, UK. His research interests include research methods, management learning (particularly coaching and mentoring), professional identity, action learning, reflective learning, management learning in SMEs and the factors that contribute to SME success.

Colin Hughes is a Department Head at the College of Business, Dublin Institute of Technology, Republic of Ireland. His PhD research at the University of Birmingham focuses on trust building in virtual sales teams.

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Ashlea Kellner is a Research Fellow at Griffith University’s Centre for Work, Organisation and Wellbeing, Australia. She completed her doctoral thesis in 2012, and is currently involved in research relating to HRM systems and high performance, people management in healthcare, and HR control in the franchise relationship.

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Qian Yi Lee is a PhD candidate at Griffith University, Australia, exploring performance management in the public sector. She has an honours degree also from Griffith and an MBA from Korea University.

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