Management Consulting
Program Chair: Anthony Buono, Bentley College
Workshop Chair: Bill Vroman, Strategic Planning, Inc.

Thursday 11:15 am

- **Regular Program**
  - 1:00 pm **MC: The Successful Management Consultant** • OS: Loyola U.
  - 5:00 pm **Critical Management Studies:** B • HW: Comiskey
  - 8:00 pm **Critical Management Studies:** B • HW: Comiskey
  - 8:30 pm **MC: The Successful Management Consultant** • OS: Loyola U.

- **Shared Program**
  - 7:30 pm **Tour to McDonald’s University** • OS: McDonald’s U.
  - 7:50 pm **Practitioner Series: Introduction to the Inquiry Process and Research Projects** • S: Gbl 3
  - 9:00 am **Critical Management Studies:** F • HW: Dusable

Friday 1:00 pm

**653.** **MC: The Successful Management Consultant Workshop:** Processes, Skills and Tools
- 1:00-9:00 Off Site: Loyola U.
- **Registration fee $50.** Contact Jim Warren, Center for Collaborative Management: Phone/fax 310/826-5049; e-mail jrw1ccm@aol.com
- **Coordinators:** James R. Warren, Center for Collaborative Management; Georges Trepo, HEC, Paris
- **Presenters:** Steven A. Savia, The Sage Group; Rickie Moore, ISEOR / E. M. Lyon / U. of Southern California; Marc Bonnet, U. of Lyon; Alyson Parham, Partek Enterprise Group; Suzanne Geigle, Pricewaterhouse Coopers; Marilyn E. Harris, Central Michigan U.

Saturday 9:00 am

**654.** **Viewpoints on International Business Consulting**
- 9:00-5:00 Hyatt West: Wright
- **Chairs:** Thomas C. Head, Roosevelt University; Peter F. Sorensen, Benedictine U.
- **Presenters:** Paulo Goelzer, IGA; Joanne Preston, Pepperdine U.; Gerald Mount, Amoco/Benedictine U.; Terry Armstrong, U. of West Florida; Robert T. Golembiewski, U. of Georgia; Lichia Saner-Yu, Centre for Socio-Ecological Development

**655.** **MC: The Successful Management Consultant Workshop:** Processes, Skills and Tools
- 9:00-6:00 Off Site: Loyola U.
- **Registration fee $50.** Contact Jim Warren, Center for Collaborative Management: Phone/fax 310/826-5049; e-mail jrw1ccm@aol.com
- **Coordinators:** Georges Trepo, HEC, Paris; James R. Warren, Center for Collaborative Management
MC: Consulting as a Setting for Academic Research

Sunday 8:00 am

**656.** Consulting as a Setting for Academic Research
- 8:00-9:50 Hyatt West: Stetson A
*Presenter:* Robert T. Golembiewski, U. of Georgia

**657.** Managing Common Points of Tension in Consultant-Client Relations
- 10:00-12:00 Hyatt West: Stetson A
*Effective consulting requires immense skill and insight. This seminar points out the factors that mitigate the tension in the consultant-client relationship.*
*Chair:* Richard Dunford, Macquarie U.
*Presenters:* Yasemin Aksoy, Tulane U.; Suzanne Geigle, Pricewaterhouse Coopers; Robert Jenefsky, Ecole Hoteliere de Lausanne, Switzerland

Monday 8:30 am

**658.** Paper: Welcome Session & New Directions in Consulting
- 8:30-10:20 Swiss: Davos
*Chairs:* Anthony F. Buono, Bentley College; Kurt Motamedei, Pepperdine U.
DNA Management: A Genetic Approach for Managers and Consultants, Ned S. Schwartz, Western New England College
*Discussants:* David Jamieson, Pepperdine U.; Geraldine Kisiel, Central Michigan U. / AK Research and Training
Published in Conference Proceedings

Monday 12:20 pm

**659.** Theme: The Changing Dynamics of Tomorrow’s Plurality Professional Services Firms: Sharing Perspectives, Learnings, and Collaboration Opportunities
- 12:20-2:10 Swiss: Davos
*The MC Division Theme Session presents an opportunity to (1) hear multiple perspectives on consulting in a professional service firm environment and (2) explore potential practitioner-academic collaboration.*
Growth and Growing Pains in a Specialized Consulting Environment, Larry Ambrose, Perrone-Ambrose Associates Inc.
Workforce and Human Resources Trends in Professional Services Firms, Heather E. Bock, Arthur Andersen LLP
Successful Merger and Synthesis of Large Professional Services Firms, John Furcon, Pricewaterhouse Coopers
Taking Diversity Into the Next Century, Doug Harris, The Kalleidoscope Group

Monday 4:10 pm

**660.** Distinguished Speaker: Courage and Values -- Missing in Action
- 4:10-5:20 Swiss: Davos
*The author of Managing The Professional Services Firm and True Professionalism: The Courage To Care About Your People, Your Clients, And Your Career will reflect on challenges facing the management consulting profession as we approach the 21st century.*
*Chair:* Anthony F. Buono, Bentley College
*Speaker:* David Maister, Maister Associates Inc.

Tuesday 10:30 am

**661.** Meeting: Business Meeting & Social Hour
- 10:30-11:50 Swiss: Davos
*Chair:* Flemming Poulfelt, Copenhagen Business School

Wednesday 9:00 am

**662.** Paper: New Perspectives on Consulting Interventions
- 9:00-10:20 Swiss: Davos
*Chair:* James Fairfield-Sonn, U. of Hartford
Adapting Focus Group Methods to Large Groups: Mobilization in the U.S. Army Reserve, Leslie E. Overmyer Day, Organizational Consulting; Eileen A. Hogan, Kutztown U.
How Consultants Can Help Organizations Survive the ERP Frenzy, Miguel P. Caldas, EAESP-FGV, São Paulo; Thomaz Wood, Jr., EAESP-FGV, São Paulo
Perceptions on Management Consulting -- Myths or Realities?, Kim Moller, Oxford Research; Flemming Poulfelt, Copenhagen Business School
*Discussants:* Linda Hoopes, ODR, Inc.; Alberto Zanzi, Suffolk U.