

Management Consulting

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

	Start	Regular Program	Shared Program
Fri-	11:15 am		75. Tour to McDonald's University ♦ OS: McDonald's U.
	1:00 pm	653. MC: The Successful Management ♦ OS: Loyola U.	79. Practitioner Series: Introduction to the Inquiry Process and Research Projects ♦ S: Gball 3
	5:00 pm		81. Critical Mgmt. Doctoral Workshop ♦ HW: Dusable
Saturday	7:30 am		87. Critical Management Studies: B ♦ HW: Comiskey
	8:00 am		89. Practitioner Series: Developing and Critiquing Action Research Projects ♦ HE: Columbus C/D
			91. Critical Management Studies: P ♦ HW: Columbian
			92. Critical Management Studies: ♦ HW: Buckingham
			93. Critical Management Studies: P ♦ HW: Comiskey
	8:30 am		100. IAOM: Managerial Effectiveness in Latin America ♦ S: Alpine II
	9:00 am	654. Viewpoints on International Bu ♦ HW: Wright 655. MC: The Successful Management ♦ OS: Loyola U.	
	10:00 am		107. Complexity & Management, Panels 1-2 ♦ HE: Columbus A
	10:30 am		110. IAOM: Competing in Latin America ♦ S: Alpine II
	1:00 pm		112. BPS & MC A Case Critique Collo ♦ HW: Field
	1:30 pm		118. IAOM: Challenges & Approaches to Quality ♦ S: Alpine II
	2:30 pm		122. Complexity & Management, Panels 3-4 ♦ HE: Columbus A
	3:00 pm		123. Management of the Tenure Proce ♦ S: Alpine II
Sunday	4:00 pm		125. Critical Management Studies: P ♦ HW: Comiskey
	6:00 pm		127. IAOM: Business Meeting & Dinner ♦ S: Alpine II
	6:30 pm		128. Reception for Practitioner Ser ♦ HE: Columbus C/D
	7:30 am		130. Critical Management Studies: ♦ HW: Comiskey
	8:00 am	656. MC: Consulting as a Setting fo ♦ HW: Stetson A	131. Critical Management Studies: B ♦ HW: Comiskey
	9:00 am		132. Launching an Academic-Practiti ♦ HE: Columbus C/D
Monday	10:00 am	657. MC: Tensions in Consultant-Clint Relations ♦ HW: Stetson A	142. Critical Management Studies: ♦ HW: Columbian
	8:30 am	658. P: New Directions in Consulting ♦ S: Davos	143. Critical Management Studies: P ♦ HW: Buckingham
	10:40 am		145. Critical Management Studies: P ♦ HW: Comiskey
	12:20 pm	659. T: Tomorrow's Prof Services Firms ♦ S: Davos	
	2:30 pm		213. JS: Change and Development in ODC ♦ HE: GndBall E
	4:10 pm	660. Courage and Values ♦ S: Davos	278. JP: Shared Cognition ♦ HE: GndBall D(N)
	5:30 pm	661. M: Business Meeting ♦ S: Davos	186. S: Cross-border Knowledge Tran ♦ HW: Water Tower
Tuesday	8:30 am		236. JS: Project-Based Learning ♦ HE: GndBall F
	10:30 am	662. P: New Paradigms for Consultation ♦ S: Davos	343. IP: Culture and Control in HCOs ♦ HE: Wacker West (5)
	2:00 pm		245. JS: Sweet Home Chicago ♦ HW: Comiskey
	3:40 pm		291. JP: Knowledge Creation & Evolution ♦ HE: GndBall C(N)
Wed-	8:30 am		196. Authors on fostering change ♦ HW: Regency Ball D(N)
	9:00 am	663. P: Consulting Interventions ♦ S: Davos	257. JS: Knowledge-Action Nexus ♦ S: Gball 3
	10:40 am		360. IP: Personality/Dispositions ♦ HE: Wacker West (2)
	12:20 pm		259. JS: Knowledge in Service Firms (K) ♦ HE: Columbus K/L
			270. JS: Outsourcing: Driver of Change ♦ S: Gball 3

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-Economic 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
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Sunday 8:00 am

656. MC: Consulting as a Setting for Academic Research

- ♦ 8:00-9:50 Hyatt West: Stetson A

Presenter: Robert T. Golembiewski, U. of Georgia

Sunday 10:00 am

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 Jenevsky, 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 Motamedi, Pepperdine U.

DNA Management: A Genetic Approach for Managers and Consultants, Ned S. Schwartz, Western New England College

Post-Violence Interventions: Will Bullet-Proof Windows

Replace the "Glass Ceiling"?, Lynne McClure, McClure Associates Management Consultants; William B. Werther, Jr., Miami U.

Collection and Connection: The Anatomy of Knowledge

Sharing in Professional Service Firms, Leigh M. Weiss, Harvard U.

Discussants: David Jamieson, Pepperdine U.; Geraldine Kiesel, Central Michigan U. / AK Research and Training
Published in Conference Proceedings

Monday 12:20 pm

659. Theme: The Changing Dynamics of Tomorrow's Pluralistic 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 Kaleidoscope Group

The Need for Organization Development Skills in the Professional Services Firm of the Future, Michael O'Malley, Deloitte & Touche Consulting Group
Professional Services Firms: Observations and Suggestions for a Pluralistic, Applied Research Agenda, Ken C.

Weidner, Loyola U., Chicago

Facilitator: Ken C. Weidner, Loyola U., Chicago

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.

Monday 5:30 pm

661. Meeting: Business Meeting & Social Hour

- ♦ 5:30-7:00 Swiss: Davos

Chair: Flemming Poulfelt, Copenhagen Business School

Tuesday 10:30 am

662. Paper: New Paradigms for Consultation

- ♦ 10:30-11:50 Swiss: Davos

Chair: Joanne Preston, Pepperdine U.

The Challenges of Developing the Role of the Professional Management Consultant, Marilyn E. Harris, Central Michigan U.

In Search of an Integrated Approach to Management

Consulting Interventions, Marc Bonnet, U. of Lyon; Rickie Moore, ISEOR / E. M. Lyon / U. of Southern California

Management Consulting for Sensemaking, Torbjorn Stjernberg, Göteborg U.; Andreas Werr, Stockholm School of Economics

Discussants: James J. Carroll, Georgian Court College/James J. Carroll Consulting; Joseph W. Weiss, Bentley College

Wednesday 9:00 am

663. 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.