Professional Service Firms Annual Conference

Embracing the “New Normal” in Professional Services

DISTRIBUTION HALL

District Hall, Boston MA.
13-15 August, 2019

All sessions held at District Hall
75 Northern Ave, Boston, MA 02210, USA

Wednesday 14 August

Session 1. Who’s in Charge? Professional Autonomy in the Digital Age

Who’s Making the Call? Paring back the Blackbox of Technology
Deborah Anderson (Saïd Business School, University of Oxford)

Re-professionalization through digitalization: Insights from accounting shared service centers in Asia and Europe
Dirk Klimkeit (Baden-Wuerttemberg Cooperative State University), Markus Reihlen (Leuphana University of Lüneburg)

Uberizing The Legal Profession: Lawyer Autonomy and Status in The Digital Legal Market
Yao Yao (University of Toronto)

Session 2. Innovation, Contestation, and (De)-Legitimation

Professional identity reformation in the age of artificial intelligence: A case study of audit professionals
Masashi Goto (Keio Research Institute at SFC, Keio University)

Organizational powers: Contested innovation and loss of professional jurisdiction in the case of retail medicine
Roman Galperin (Carey Business School, John Hopkins University)
The cyclicity of a valuation device’s legitimacy: the establishment, contestation and survival of PEP in the English legal profession

Daniel Muzio (The York Management School, University of York), James Faulconbridge (Lancaster University Management School)

Session 3. Organizing Professionals for Diversity and Unity

Toward the Professional Service Community: How lawyers, accountants and consultants reinvent themselves

Henk Volberda (Amsterdam Business School, University of Amsterdam), Martin van der Mandele (Parma Group), Robert Wagenaar (ASI Consulting Netherlands)

Diversification, Organizational Heterogeneity, and Performance of Professional Service Firms

Monika Schommer, Ansgar Richter (Surrey Business School, University of Surrey), Amit Karna (Indian Institute of Management Ahmedabad)

Professional Service Team Diversity, Team Reflexivity and Outcomes

Na Fu (Trinity Business School, University of Dublin), Patrick Flood (DCU Business School, Dublin City University), Tim Morris (Said Business School, University of Oxford)

Session 4. On the Coalface: New Professional Skills, Resources and Activities

Organizing as the New Normal in the Professional Repertoire: The Consult App for Physicians

April Wright (UQ Business School, The University of Queensland)

Twittering Lawyers: Social Media Activity as a Resource for Knowledge Workers in Professional Service Firms

Hye Joon Park, Forrest Briscoe (Pennsylvania State University)

ENACTING PROFESSIONAL SERVICE WORK IN TIMES OF DIGITAL DISRUPTION

Frida Pemer, Andreas Werr (Stockholm School of Economics)

Session 5. Practitioner Reflections

7.00 pm: Formal Dinner – JPO Best Paper Awards
Thursday 15 August

Session 6. Quo Vadis? Professional Mobility Within and Across Organizations

The Moderating Impact of Creative vs. Strategist Job Types on Career Model Effectiveness: The Case of Creative Agencies

Nina Katrin Hansen (University of Bath School of Management), Oliver Schnittka (University of Southern Denmark), Jens Hoffman

Signaling Commitment or Keeping up with the Jones? A Status-Based Perspective on Embedded Ties Between Professional Services Firms and Emerging Market Clients

Eunjung Hyun (Hongik University), Tae (Brian) Kim (Emory University), Kai-Yu Hsieh (Waseda University)

When Mobility Draws Attention: The Effect of Employee Departure on Sender Firm’s Hiring of Search Firm

Shinjae Won (University of Illinois)

Session 7. Reconfiguring Accountability

Who Adopts An Error Management Mindset? Individual Differences and Its Implications on Performance in Professional Service Firms

Christoph Seckler (ESCP Europe), Sebastian Fischer (University of Applied Sciences Hamm-Lippstadt), Kathrin Rosing (University of Kassel)

Should law firms predicate their mergers upon client interests?

Robert Millard (Cambridge Strategy Group)

FRONT-LINE PROFESSIONALS IN THE WAKE OF SOCIAL MEDIA SCRUTINY: EXAMINING ACCOUNTABILITY RECONFIGURATIONS IN THE DIGITAL AGE

Arvind Karunakaran (McGill University)

Session 8: A Bigger Box: The Institutional Dynamics of Disruption

Chair:

Legitimating a political role: the role of emotions in the institutional work of gynaecologists and biologists during the reform of assisted medical procreation in France
Laure Lelasseux (HEC Paris)

*They play all level. Institutional entrepreneurial tactics in a changing primary care system 1993-2017*

Marco Bottura (EDC Paris Business School)

*Digitally enabled professional service organizations: Institutional entrepreneurship in legal tech*

Tale Skjølsvik (Oslo Metropolitan University), Frida Pemer (Stockholm School of Economics), Andreas Werr (Stockholm School of Economics)

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**Session 9. Concluding Panel**

1.30 – 2.30 pm: Lunch and Farewell