



10.15 – 11.30 am: Session 2. Innovation, Contestation, and (De)-Legitimation

Chair: Markus Reihlen (Leuphana University)

Professional identity reformation in the age of artificial intelligence: A case study of audit professionals

Masashi Goto (Keio Research Institute at SFC, Keio University)

Discussant: Daniel Muzio

Organizational powers: Contested innovation and loss of professional jurisdiction in the case of retail medicine

Roman Galperin (Carey Business School, John Hopkins University)

Discussant: Masashi Goto

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)

Discussant: Roman Galperin

11.30 – 11.45am: Break

11.45 – 1.00 pm: Session 3. Organizing Professionals for Diversity and Unity

Chair: Daniel Muzio (University of York)

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)

Discussant: Na Fu

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)

Discussant: Martin van der Mandele

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** (Saïd Business School, University of Oxford)

Discussant: Amit Karna

1.00 – 2.00 pm: Lunch



2.00 – 3.15 pm: Session 4. On the Coalface: New Professional Skills, Resources and Activities

Chair: Deborah Anderson (Saïd Business School)

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

Hye Joon Park, Forrest Briscoe (Pennsylvania State University)

Discussant: Frida Perner

Front-line Professionals in the Wake of Social Media Scrutiny: Examining Accountability Reconfigurations in the Digital Age

Arvind Karunakaran (McGill University)

Discussant: Hye Joon Park

Enacting Professional Service Work in Times of Digital Disruption

Frida Perner, Andreas Werr (Stockholm School of Economics)

Discussant: Arvind Karunakaran

4.00 – 4.10 pm: Break

4.10 – 5.30 pm: Session 5. Practitioner Reflections

Chair: Michael Smets

7.00 pm:

Formal Dinner – JPO Best Paper Awards

Menton, 354 Congress St, Boston, MA 02210, USA

Dress code: Business Casual



Thursday 15 August

8.00 – 8.30 am: Breakfast

8.30 – 9.45 am: Session 6. Quo Vadis? Professional Mobility Within and Across Organizations

Chair: Tim Morris (Saïd Business School)

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** (Philipp und Keuntje)

Discussant: Shinjae Won

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)

Discussant: Nina Katrin Hansen

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

Shinjae Won (University of Illinois)

Discussant: Tae (Brian) Kim

9.45 – 10.15 am: Coffee Break

10.15 – 11.10 am: Session 7. Reconfiguring Accountability

Chair: David Brock (Journal of Professions and Organization)

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)

Discussant: Robert Millard

Should law firms predicate their mergers upon client interests?

Robert Millard (Cambridge Strategy Group)

Discussant: Christoph Seckler

11.10 – 11:30: Break



11.30 – 12.45 pm: Session 8: Institutional Dynamics of Disruption

Chair: Claudia Gabbioneta (Newcastle University Business School)

Legitimizing 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)

Discussant: Tale Skjølsvik

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

Marco Bottura (EDC Paris Business School)

Discussant: Laure Lelasseux

Digitally enabled professional service organizations: Institutional entrepreneurship in legal tech

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

Discussant: Marco Bottura

12.45 – 1.30 pm: Session 9. Concluding Panel

Chair: Michael Smets

1.30 pm: Lunch and Farewell