

Jeff Hicks

Curriculum Vitae

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Employment

Clinical Assistant Professor, University of Texas, Dallas, 2012 to present

Executive- Graduate- and undergraduate-level teaching and research on: Organizational Behavior, Management Consulting, Business Strategy and International Management
Course Coordinator, Graduate and Undergraduate OB
Academic Director, the Leadership Center at UTD
Chair, JSOM Strategic Planning Committee
Member, UTD Discipline Committee

Vice President, Strategy, Adecco Solutions, Inc., 2011 to 2012

Develop and implement business, organizational and new product/service strategies for this provider of contingent labor and recruitment services
Creation and publication of original research on workforce and talent management
Adecco Solutions manages more than \$8B in client contingent labor spend, and is a start-up division of €25B Zurich-based Adecco Group, the world's largest provider of staffing and workforce solution services

Director, Executive Education, University of Texas, Dallas, 2010 to 2011

P&L responsibility for Custom Programs line of business— design and delivery of custom learning and leadership programs for corporate executive clientele
Classroom, workshop, e-learning, action learning, and work-embedded formats

Lecturer, University of Twente, Enschede, The Netherlands, 2006-2010

Graduate- and undergraduate-level teaching and research on: Business Technology, Management Consulting, Organizational Behavior

Global Lead, Organizational Change Strategy Practice, Learning and Knowledge group, IBM Business Consulting Services, Los Angeles, CA, 2004-2006

Operational and budget (\$1.2M annually) responsibility for the design and delivery of consultant learning programs globally
Multiple format delivery, including robust e-learning initiatives, in collaboration with IBM software designers, developers and instructional designers

Senior Manager, Bus. Strategy Practice, PricewaterhouseCoopers, Tokyo, Japan, 2000-2004

Client account management; sales and delivery of business strategy, technology implementation and organizational change consulting engagements, for a cross-industry client portfolio
Exceeded annual sales target of \$750,000

Manager, Business Strategy Practice, PricewaterhouseCoopers, Tokyo, Japan and San Francisco, CA, 1996-2000

Sales and delivery of consulting engagements— business strategy, organizational change, process improvement, technology implementation, for a cross-industry client portfolio

Director, Operations Department, Value Health, a benefits management provider and subsidiary of Hospital Corporation of America, Phoenix, AZ, 1992 – 1996

Operational and budget responsibility for back-office operations, including 50 FTEs in three departments: member enrollment, claims processing, internal consulting

Education

PhD, Organizational Studies, University of Twente. Dissertation: "Co-Constructive Consulting: A Pragmatic Relational Constructionist Approach," 2010

Master of International Management, Thunderbird, The American Graduate School of International Management, 1993

Bachelor of Arts, English Literature, California State University, 1989

Publications and Presentations

2018, "A 'Glocalization' Approach to the Internationalizing of Crisis Communication," *Business Horizons*, Vol 61(3), 357-366

2018, "Management Consulting," Invited paper presented to the University of Twente, School of Management (via video link), September 7th, 2018, Enschede, Netherlands

2016, "Values and Behaviors of Effective Lean Leaders: Mixed-Methods Exploratory Research," *European Journal of Management*, Vol 35(2), 174-186.

2016, "Bridging the Academia-Practice Gap in the Business School Classroom," Midwest Academy of Management Annual Meeting, October 7th, Fargo, ND

2016, "Management Consulting," Invited paper presented to the University of Twente, School of Management (via video link), October 4th, 2016, Enschede, Netherlands

2015, "Consulting in Transition," Invited paper presented to the University of Twente, School of Management (via video link), September 9th, 2015, Enschede, Netherlands

2015, "A Self-Identity Approach to Leader Development," Invited paper presented to the Jindal School of Global Business, Delhi, India, November 19th, 2015

2014, "Work Values and Behaviors of Effective Lean Leaders," Paper presented at the Academy of Management Annual Conference, Philadelphia, PA, August 1-5, 2014; co-authors: D. van Dunn, J. Hicks, C. Wilderom

2014, "Regulation to Innovation," Paper presented at the Academy of Management Annual Conference, Philadelphia, PA, August 1-5, 2014; co-authors: D. Bhutiani, Nair, P.

2014, "Improving Organizational Culture," Invited presentation to NewtGlobal, LLC, Irving, TX, October 31st, 2014.

2014, "Consulting Practice Methods: Co-Creation," Invited presentation to House Performance, LLP, Cambridge University, UK, September 3rd, 2014

2014, "Consulting in Transition," Invited presentation to University of Twente, School of Management, Enschede Netherlands (via video conference), May 6th, 2014

2014, "Leadership Challenge Workshop," Self-initiated workshop sponsored by The Leadership Center at UTD, January 19th, 2014

2013, "Reinventing Universities: A Social Entrepreneurial Approach" Paper presented at the 10th Annual NYU-Stern Conference on Social Entrepreneurship, November 6-8, 2013. Co-authors: U. Ghani and P. Nair

2012, "Collision Course: Selling High Performance Motorcycles in Japan" Ivey Publishing. Product #W12842-PDF-ENG. Co-authors: D. Lehmborg

2012, "Managing a Blended Workforce" Paper presented at the Wharton School, People and Organizations Conference, September 28, Co-authors: Michael B. Arthur, Svetlana Khapova.

2012, "Companies and Candidates—Who is Choosing Whom? Understanding the Contemporary Worker Series, Part 1." Adecco Solutions white paper. Co-authors: Michael B. Arthur, Svetlana Khapova.

2011, "Improving business education in India." Paper presented at the Eastern Academy of Management, Bangalore, India, June 2011. Co-authors D. Bhutani, P. Nair

2010, "A user-oriented model for global enterprise portal design." International Journal for Networking and Virtual Organizations 7(4): Co-authors: M. Ehrenhard, X. Feng

2009, "What if we shifted the basis of consulting from knowledge to knowing?" Management Learning, 40(3), 289-310. Co-authors, P. Nair, C.P.M. Wilderom

2009, "If you can't solve the problem, change the problem you're solving" Journal of Practical Consulting, 3(2), 14-21

2006, "Situated knowledge as the basis of an alternative model for management consulting" Co-authors: P. Nair, C.P.M. Wilderom. Paper presented at the Academy of Management annual meeting, Atlanta, GA

2005, "The changing role of the expert in management consulting." Paper presented at the European Group for Organization Studies (EGOS), Berlin, Germany

Client Presentations and Workshops

Hitachi Hi-Tech, Supply Chain Leadership Development Workshop, 6/12-13/19, Richardson, TX

HMS Corporation, Strategic Planning Leadership Development Workshop, 4/17-18/19, Richardson, TX

European PANTHER incubator program; Workshop: "Effective Communication for Entrepreneurs," Co-sponsored by Flanders Business School and University of Twente; Enschede, Netherlands, June 21st, 2018

Buckner International, Strategic Planning workshop for Senior Management, 7/15/16, Dallas, TX

Buckner International, Strategic Planning workshop for Senior Management, 4/16/15, Dallas, TX

Luminant, Strategy Workshop, Leadership Development Program, 5/19-20, Richardson, TX

Luminant, Strategy Workshop, Leadership Development Program, 11/10-11/15, Richardson, TX

Leadership Challenge—Experiential Case Study Workshop. Keynote: Jim Parker, CEO Emeritus, Southwest Airlines. The Leadership Center, UT Dallas Jindal School of Management, 1/19/15

Leadership Challenge—Experiential Case Study Workshop. Keynote: Dr. Jody Grant, CEO Emeritus, Texas Capital Bancshares. The Leadership Center, UT Dallas Jindal School of Management, February 9th, 2015

Leadership Challenge—Experiential Case Study Workshop. Keynote: Jim Keyes, CEO, Wild Oats Markets, and CEO Emeritus, Blockbuster, Inc. The Leadership Center, UT Dallas Jindal School of Management, May 15th, 2015

Leadership Challenge—Experiential Case Study Workshop. Keynote: Mike Ullman, CEO Emeritus, JCPenney. The Leadership Center, UT Dallas Jindal School of Management, October 12th, 2015

Other activities and membership

Member: Academy of Management; Japan America Society

Associate: Taos Institute, Santa Fe, New Mexico

Reviewer: Journal of Management Learning,

Volunteer: Heard Natural Science Museum and Wildlife Sanctuary, McKinney, TX