

## About the Authors

**David M. Boje** is a Professor of Management in the Management Department at New Mexico State University. He has published numerous articles in Management Communication Quarterly, Administrative Science Quarterly, Academy of Management Journal, and other top management journals. He is a member of the Research Methods Division of the Academy of Management and a Board member of International Academy of Business Disciplines. David edits the Journal of Organizational Change Management and TAMARA: The Journal of Critical Postmodern Organization Science (<http://www.zianet.com/boje/tamara/>). He serves on the editorial board of Academy of Management Review, Management Digest, Organization, Journal of Management Inquiry, M@n@gement, Organization Studies, EJ-Radical Organization Theory, Emergence, and Management Communication Quarterly. Recent books include Narrative Research Methods for Communication Studies (Sage, 2001) and Theaters of Capitalism (forthcoming, Hampton Press).

**Kevin Dooley** has a joint appointment with the Department of Management and the Department of Industrial Engineering at Arizona State University. He is also an affiliate faculty with the School of Health Administration and Policy, and the Hugh Downs School of Human Communication. Professor Dooley's research interests lie in the areas of complex systems theory, quality management, innovation and new product development, organizational change, knowledge management, text analysis, information technology, and health care management. He is currently President of the Society for Chaos Theory in Psychology and the Life Sciences, an international society devoted to applying complexity science to the study of living systems. He is also a trustee of the newly formed Plexus Institute, devoted to improving the health of individuals, families, communities, and organizations through the application of complexity science. He is on the editorial boards of Journal of Operations Management, Quality Management Journal, Journal of Quality Management, Nonlinear Dynamics, Psychology, and the Life Sciences, Production and Operations Management, and Emergence. He has consulted with over 100 companies in the areas of quality, organizational change, and innovation.

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**Richard N. Knowles**, PhD, is a student, practitioner, and teacher helping organizations become more coherent and significantly improve their performance through the practice of complex adaptive systems theory. As Plant Manager, he successfully helped transform the DuPont plant in Belle, WV from 1987 to 1995 from one of the poorest to one of the best plants in the company. He retired from DuPont in 1996 to form his own consulting company. His publications include *Pathway to Authenticity, Trust and Record Performance at Work* (Berrett-Koehler, 1997) and articles in *Journal for Quality and Participation* and *Economic Development Review*. He is writing a book that builds on and expands the ideas offered in this article, *Leadership in These Turbulent Times: Thriving in the Midst of Chaos*. He and his partner, Claire E. F. Knowles, founded the *Center for Self-Organizing Leadership (C-SOL)* in 2002 to help leaders to learn, understand, and use the processes of this form of leadership.

**Hugo Letiche** is the ISCE (Institute for the Study of Coherence and Emergence) Professor of Meaning in Organization at the University for Humanist Studies, Utrecht, the Netherlands. He is research fellow at the Imagination Lab, Lausanne, Switzerland and lectures at the Rotterdam School of Management. He has been a member of faculty at Keele University, UK, The Erasmus University, Rotterdam, Netherlands, Lancaster University, UK, the Nutsseminarium University of Amsterdam, and the Polytechnic de horst Driebergen, Netherlands. At the University for Humanist Studies he is director of the PhD/DBA program in the humanization of organization. His articles and book chapters have been on the postmodernism debate in organizational theory, gender and research, aesthetics and organization, and complexity theory. Recent and forthcoming articles are in *Gender, Work and Organization*, *Journal of Organizational Change Management*, *Emergence*, *LTA* (Finnish Journal of Business Economics), and *Consumption, Markets and Culture*. Current projects include co-authoring *Converging of Coherence* (forthcoming, MIT Press) and co-editing *Dialogues of Health Care* (forthcoming, Quorum Press).

**Michael R. Lissack** is Director of The Institute for the Study of Coherence and Emergence as well as the editor-in-chief of Emergence. He is chairman and CEO of Knowledge Ventures Inc. His research focuses on the use of complexity theory-based metaphors and models in the management of knowledge-related businesses such as the internet. Dr. Lissack received his doctorate in business administration from Henley Management College in the UK and is a graduate of Williams College and the Yale School of Management. He has taught economics as a lecturer at Williams, research techniques at Henley, business strategy at IMD, and business ethics at the Rotterdam School of Management.

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**Brenda Zimmerman** is a tenured associate professor at the Faculty of Management and an Associate Member of the Faculty of Medicine at McGill University in Montreal, Canada. She teaches graduate students specializing in health care including those in the MD-MBA program. Her primary research interests use insights from chaos theory and complexity science to understand management and leadership issues in organizations experiencing high levels of uncertainty and turbulence. Dr. Zimmerman's primary focus has been with not-for-profit organizations and since 1996 the bulk of her research and teaching has focused on health care, with an emphasis on clinicians in management and leadership roles. Her research and teaching is transdisciplinary and has created a number of innovative graduate courses and programs that integrate across traditional disciplinary boundaries within management and between management and medicine. Her research with the VHA, a group of about 1,700 nonprofit health care organizations in the US, resulted in many papers and a co-authored book called *Edgeware: Insights from Complexity Science for Health Care Leaders*. In addition she has published articles in several journals, including *Journal of Management Inquiry*, *Organization Development Journal*, and *Group Decision Making and Negotiation*, as well as many chapters in academic books.