

Jeanne Mengis

University of Warwick
Warwick Business School
IKON
WBS Social Studies Building
CV4 7AL, Coventry, UK

Tel: +44 (0)24 765 242 76
Fax: +44 (0)24 765 246 56
Email: j.mengis@warwick.ac.uk
Email: mengisj@usilu.net (preferential)

Educational Background

- 2003-2007 University of Lugano (USI), Faculty for Communication Sciences, Lugano, Switzerland
Ph.D in communication sciences, summa cum laude, advisor: Martin J. Eppler
- 2004-2005 Harvard University, John F. Kennedy School of Government, Cambridge, USA
Visiting fellow
- 1997-2001 University of Lugano (USI), Faculty for Communication Sciences, Lugano, Switzerland
M.S. in Business Communication, summa cum laude
- 2000-2001 Free University of Berlin (FU), Berlin, Germany
exchange semester (institutes of communication science and of business administration)

Professional Experience

- 2007 University of Warwick, United Kingdom
Post-doctoral visiting fellow at the Unit for the study of Innovation, Knowledge and Organizational Networks (IKON)
- 2003-07 University of Lugano, Switzerland
Teaching and research assistant, lecturer
- 2002 Business Media AG, St.Gallen, Switzerland
(Spin-off of the University of St.Gallen)
consulting in the field of business communication and knowledge management (consulting in internal communication and knowledge management, development of a communication strategy for own services)
- 2002 Institute for Media and Communications Management,
University of St.Gallen, Switzerland
research project on Information Overload, draft of a prospect for an e-learning software and coordination with a software partner, market research for a management seminar
- 2001 Unit.Net, Zurich, Switzerland (2 months internship)
Europe-wide competitor analysis of the streaming media market, marketing department
- 1999/00 eProduction, Zurich, Switzerland (4 months internship)
project co-management of portal websites, concept, text editing, work with content management system, image editing)

Grants

- Prospective-Researcher Grant (pre-doc) of Swiss National Foundation for a Visiting Fellowship, 2004-2005
Prospective-Researcher Grant (post-doc) of Swiss National Foundation for a Visiting Fellowship, 2007-2008

Teaching Experience

Academic Teaching

- Lecturer for the bachelor course on 'Theories in Decision Making' at the University of Lugano (USI), March to July 2007 (awarded by the students of corporate communication as their best bachelor course in 2007)
- Instructor for a Training Program on 'Knowledge Management' of the Military Academy of the Swiss Federal Institute of Technology, September 2006, February 2007
- Lecturer at the Master in 'Competence Management and Human Resources' at the University of Lausanne (for the knowledge management module), May 2006, January 2007

- Teaching assistant of Prof. Dr. M.J. Eppler's courses on 'Knowledge Management' 2002-2006. Supervisor of 10 master theses.
- Teaching assistant of Prof. Dr. M.J. Eppler's course and 'Business Strategy' from 2002-2006.
- Guest lecturer at the executive MBA of the University of St.Gallen (for the Knowledge Management module) in 2002, 2003

Executive Training, Seminars & Workshops

- Trainer of a one day workshop on knowledge management at the Wolfsberg Seminars of the United Bank of Switzerland, September 2006
- Trainer of a one day workshop on knowledge management at the Commerzbank in Frankfurt, September 2006
- Trainer of a three day course on knowledge management for the United Nations in Beirut, May 2006
- Trainer of a one day workshop for the top management of State Police of the Canton Ticino, Grappoli di Sessa, Switzerland, *An introduction to knowledge management*, March 2005
- Trainer of an evening course for the Chamber of Judges and Attorneys of Ticino, Bellinzona, Switzerland, *Knowledge management in the legal context*, November 2005
- Lecturer for a kick-off seminar for a company-wide project for the reduction of information overload at the St.Galler Kantonbank, Rapperswil, Switzerland, *Information overload. Symptoms, causes, and countermeasures*, October 2005
- Presentation of case analysis at the Institute of Federalism, University of Fribourg, Fribourg, Switzerland, *The knowledge communication between the collaborators of the IRCC and the Governance Division of the Swiss Development and Cooperation Agency*, September 2004
- Trainer of a workshop for the Labor Market Observatory of Western Switzerland, Lausanne, Switzerland, *The knowledge communication of labor market analysts*, September 2004
- Trainer of a workshop for the Center for Business Knowledge of Ernst & Young in the realm of an in-house realization of the Analyst Academy, *Dialogics: Improving the analyst consultant interaction*, January 2004
- Trainer of a seminar for team managers of the Swiss Railways, Gordola, Switzerland, *The communication of team leaders in times of organizational change*, November 2003
- Trainer of a one-day workshop for IHA-GfK. Market Research, Information Systems and Consulting, Luzern, Switzerland, *Knowledge communication for market & opinion researchers. Optimization of the knowledge communication with clients and within project and management teams*, June, 2003

Invited Talks

Mengis, J. (2003, October) *Practices of analysis and (visual) presentation in literature reviews. Insights from a review on information overload*, Speech at a seminar of the Media and Communication Management Institute, University of St.Gallen, Switzerland

Mengis, J. (2003, March) *Towards a model for knowledge communication. Insights from communication theory*, Speech at a meeting of the Swiss, German, Austrian knowledge management circle of researchers and practitioners, presentation, St.Gallen, Switzerland

Memberships

- EURAM (European Academy of Management)
- EISAM (European Institute for Advanced Studies in Management)
- IADIS (International Association for Development of the Information Society)

Languages

- German: mother tongue
- Italian: very good knowledge (written and spoken)
- English: very good knowledge (written and spoken)
- French: very good knowledge (written and spoken)
- Spanish: basic knowledge (written and spoken)

References

Prof. Dr. Martin J. Eppler
University of Lugano
Faculty of Communication Sciences
Via G. Buffi, 13
6900 Lugano, Switzerland
martin.eppler@lu.unisi.ch
Tel: +41 58 666 4512

Prof. Dr. Ivan Snehota
University of Lugano
Faculty of Communication Sciences
Via G. Buffi, 13
6900 Lugano, Switzerland
ivan.snehota@lu.unisi.ch
Tel: +41 58 666 4756

Prof. Dr. David Lazer
Harvard University
Kennedy School of Government
Taubman-362
Cambridge, MA 02138, USA
david_lazer@harvard.edu
Tel: +1 (617) 496-0102

Prof. Dr. David Brinberg
Virginia Tech
Department of Marketing
2019 Pamplin Hall
Blacksburg, VA 24061, USA
brinberg@vt.edu
Tel: +1 (540) 231-3076

Publications

Peer Reviewed Journals:

- Mengis, J.**, Eppler M. (2007). *Seeing versus arguing. The moderating role of collaborative visualization in team knowledge integration*, Journal of Universal Knowledge Management, 1/2007
- Mengis, J.**, Eppler M. (2006). *Cultural differences of professional groups and their impact on communication processes. The case of domain experts and decision makers*. Medienwissenschaft Schweiz, 1+2/2006: 52-59
- Eppler, M. J. & **Mengis, J.** (2005) *Knowledge dialogues: a conversation approach to knowledge management (Wissensdialoge: Ein gesprächsbasierter Ansatz des Wissensmanagements)*, OrganisationsEntwicklung. Zeitschrift für Unternehmensentwicklung und Change Management, 4/2005: 15-23
- Eppler, M.J. & **Mengis, J.** (2005). *The role of conversations in organizations: approaches to a management of dialogues from a knowledge perspective (Die Rolle von Gesprächen in Organisationen: Ansätze zu einem Dialog-Management aus der Wissensperspektive)*, Medienwissenschaft, 1+2/2005: 34-39
- Eppler, M.J. & **Mengis, J.** (2004) *The concept of information overload: A review of literature from organization science, accounting, marketing, MIS, and related disciplines*, The Information Society. An International Journal, 20(5): 325-244

Dissertation:

- Mengis, J.** (2007) *Integrating Knowledge through Communication: An Analysis of Expert-Decision Maker Interactions*, a Dissertation presented at the University of Lugano, Switzerland

Book Chapters:

- Eppler M., **Mengis J.** (2006). *Wissensdialoge – Ansätze zu einem gesprächsbasierten Ansatz des Wissensmanagement*, in: Belliger, A., Krieger, D. (Eds.): Wissensmanagement in KMU, vdf Hochschulverlag, Zürich: 53-69
- Mengis, J.** & Eppler, M.J. (2004) *Knowledge dialogues: dimensions, principles, and problems of a conversation based knowledge communication (Wissensdialoge: Dimensionen, Prinzipien und Probleme der gesprächsbasierten Wissenskommunikation)*, in: Reinhardt, R., Eppler, M. (Eds.) Knowledge communication in organizations: theories, methods, case studies (Wissenskommunikation in Organisationen: Theorien, Methoden), Fallbeispiele, Springer, Berlin: 93-110

Conferences & Workshops:

- Mengis, J.** (2007) *Integrating knowledge through communication. The case of experts and decision makers*, In: Proceedings of the Organizational Learning, Knowledge and Capabilities Conference 2007 (OLKC), June, London (Canada)
- Mengis, J.** & Eppler, M.J. (2006) *Seeing versus arguing. The moderating role of collaborative visualization in team knowledge integration*, awarded as among the eight best papers, in: Proceedings of the International Conference on Knowledge Management (I-Know), September, Graz (Austria)
- Mengis, J.** & Eppler, M.J. (2006) *Cultural differences among professional groups and their impact on communication Processes – The case of domain experts and decision makers*, Paper presented at the Annual Conference of the Swiss Association of Communication and Media Research (SGKM), April, Lugano (Switzerland)
- Mengis, J.** & Eppler, M. J. (2005). *Understanding and enabling knowledge sharing in conversations: a literature review and management framework*, nominated as best paper. In: Proceedings of the 2nd Annual Conference on Knowledge Management in the Asian Pacific (KMAP), December, Wellington (New Zealand)
- Mengis, J.** (2005) *Integrating knowledge through communication. Managing knowledge intensive conversations between experts and decision makers*, Participation at the 4th Annual Knowledge Summit Doctoral Consortium 2005 at the Monieson Centre (Queens School of Business), November, Kingston (ON, Canada)
- Mengis, J.** & Eppler, M. J. (2005). *Persistence through visualization in knowledge-intensive conversations*. In: Proceedings of the 9th International Conference on Information Visualization (IV06), July, London (UK)

Mengis, J. & Eppler, M. J. (2005). *Inside the black box of knowledge integration. Managing knowledge-intensive conversations*. In: Proceedings of the European Academy of Management Conference (EURAM 2005), Munich (Germany)

Mengis, J. (2005) *Integrating knowledge through communication. Managing knowledge intensive conversations between experts and decision makers*, Participation at the Doctoral Consortium of The Sixth European Conference on Organizational Knowledge, Learning, and Capabilities (OKLC), March, Boston (MA, USA)

Mengis, J., Eppler, M.J. (2004) *Side-effects of the E-society: The causes of information overload and possible countermeasures*, Proceedings of the IADIS International Conference 2004, Avila (Spain)

Non-Peer-Reviewed Journals:

Eppler, M.J. & **Mengis, J.** (2007) Asymmetric case studies: a realistic twist to the case study method (feature article), ECCHO, Spring 2007

Eppler, M.J & **Mengis, J.** (2003) *Analysts in public and private decision processes (Analysten in politischen und betrieblichen Entscheidungsprozessen)*, Die Volkswirtschaft. Das Magazin für Wirtschaftspolitik, 76: 63-65

Case Studies:

Mengis, J. & Eppler, M. (2007, forthcoming) *The Pragmatic Development and Use of Know-how: Knowledge Management Light at Securitech Ltd.* European Case Clearing House Collection.

Mengis, J. (2006) *Integrating knowledge between IT-specialists and managers. A research case study*, www.knowledge-communication.org

Mengis, J. (2005) *pom+: The challenging knowledge communication between specialty consultants and clients. A research case study*, www.knowledge-communication.org

Mengis, J. (2005) *The Brookings Institution: Striving to integrate expertise in the U.S. policy making process. A research case study*, www.knowledge-communication.org

Mengis, J. (2004) "Why don't they know what we want?" *The Knowledge communication chasm between IT-cracks and insurance professional.* European Case Clearing House Collection.

Mengis, J. (2004) *Analysts of the labor market: servants of many masters. The knowledge communication process from definition and analysis to transfer. A teaching case study*, www.knowledge-communication.org

Work Under Review:

Mengis, J. & Eppler, M.J. *Understanding and managing knowledge-intensive conversations. A review of the literature on conversations in organizations and an integrative approach for their management*, Organization Studies

Working Papers:

Mengis, J. (2006) *Knowledge integration in face-to-face communication. A model and a comparative evaluation*, Working Paper ICA, 4/2006

Mengis, J. & Eppler, M.J. (2005). *Understanding and managing knowledge-intensive conversations : An appreciative reading of the literature on conversations in organizations and an integrative approach for their management.* ICA Working Paper, 1/2005

Eppler, M.J & **Mengis, J.** (2003) *A framework for information overload research in organizations. Insights from organization science, accounting, marketing, MIS, and related disciplines*, Working Paper ICA, 1/2003 (1-42)