

# Jeanne Mengis

## PERSONAL INFORMATION

Swiss Nationality  
Born 24 January 1977, Luzern

## CONTACT

University of Warwick, Warwick Business School  
Social Studies Building, Rm D0.23, Coventry, CV4 7AL, England  
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## CURRENT POSITION

2008- present:

- Senior Research Fellow at the University of Warwick, Warwick Business School (England)

2007-present:

- Lecturer at the University of Lugano, Faculty of Communication Sciences (Switzerland)

## ACADEMIC PREPARATION

2007-2008 **Postdoctoral Research Fellow at Boston University, School of Management, USA**

- Postdoctoral research on the dynamics of knowledge integration in collaboration with Professor Paul Carlile, financed by the Swiss National Science Foundation

2003-2007 **Ph.D. in Communication Sciences, University of Lugano (USI), Switzerland**

- Received degree with summa cum laude, February 2007
- Dissertation: "Integrating Knowledge through Communication: An Analysis of Expert-Decision Maker Interactions", Dissertation Committee: Prof. Martin J. Eppler (U of Lugano), Prof. Andrea Back (U of St.Gallen), Prof. Ivan Snehota (U of Lugano)
- Ph.D. course program in Business Studies and Communication (60 ETCS); courses: foundations of organization theory, methodology of research, crafting research, advanced methods in statistics, politics of research in Switzerland, methods of system dynamic modeling, structural equation modeling, statistical methods in communication sciences, survey research methods, ethnographic and qualitative research methods, philosophy and epistemology of science, philosophical foundations of communication sciences

2004-2005 **Doctoral Visiting Fellow at Harvard University, John F. Kennedy School of Government, Cambridge, USA**

- Empirical case study work on the Brookings Institution
- Doctoral courses at Harvard Business School: Innovation and Organizations, Behavioral Approaches to Decision Making and Negotiations

1997-2001 **B.A., MSc Communication Sciences, University of Lugano (USI), Switzerland**

- Graduated summa cum laude, November 2001
- Major in Corporate and Institutional Communication
- Master's dissertation "The Importance of Dialogue within the Innovation and Knowledge Creation Process: The Role of Conversational Tools"

2000 **Free University of Berlin (FU), Berlin, Germany**

- Erasmus exchange semester: course work at the institutes of communication science and of business administration

## AWARDS & GRANTS

- 2008
- Grant of the International Association of Business Communicators (IABC) for a study on information overload "Communication solutions against information overload: understanding and overcoming the implementation gap"
- 2007
- 17-months post-doc grant from the Swiss National Science Foundation for visiting fellowships at the University of Warwick, Warwick Business School (7 months) and at Boston University, School of Management (10 months)
  - Award as one of the eight best papers at the IKNOW Conference 2006 in Graz (Austria)
- 2004
- 8-months pre-doc grant from the Swiss National Science Foundation for a visiting fellowship at the Kennedy School of Government, Harvard University

## **RESEARCH PROJECTS**

### **Improving the Capacity of Healthcare Organizations to Act on Evidence in Patient Safety**

- Research financed by the Engineering and Physical Science Research Council EPSRC in collaboration with the Warwick Medical School, and the School of Sociology & Social Policy of Nottingham University
- Project timeframe: April 2008-September 2009
- Involvement: senior investigator, ethnographic on-site observation, leading qualitative interviews, data analysis, writing joint articles with other project members

### **Communication Solutions against Information Overload: Understanding and Overcoming the Implementation Gap**

- Research financed by the International Association of Business Communicators (IABC)
- Project timeframe: April 2008-September 2008
- Involvement: project co-manager, doing literature review, conducting online survey among 5000 IABC members (developing questionnaire, statistical analysis with SPSS (factor, regression, ANOVA)), writing report and articles

### **The Dynamics of Knowledge Integration. A Diachronic Analysis of the Roles of Boundary Objects and Personal Common Ground for the Evolution of Knowledge Boundaries**

- Research financed by the Swiss National Science Foundation, which involves a collaboration with the University of Warwick (Warwick Business School) during 6 months and Boston University (School of Management) during 9 months
- Project timeframe: May 2007 – September 2008
- Involvement: principal investigator, secured funding, overseeing the research project: developing theoretical framework, contacting research sites, on-site observation, leading qualitative interviews, modeling (system dynamics)

### **The Evolution of Biomedical Knowledge. Interdisciplinary collaboration at the early phase of biomedical innovation**

- Ethnographic research by the research unit for the study of Innovation, Knowledge and Organizational Networks (IKON), University of Warwick
- Project timeframe: April 2006 - September 2007 (my collaboration was limited to the last 6 months of the project)
- Involvement: observation, leading qualitative interviews, ethnographic data analysis, joint articles with other project members

### **The Knowledge Communication between Experts and Decision Makers**

- Multi-method research sponsored by the fund for young scholars at the University of Lugano
- Project timeframe: January 2003 – December 2006
- Involvement: project co-manager, leading five qualitative case studies, design and execution of comparative classroom experiment (analysis with structural equation modeling), publication of articles, development and maintenance of project website

## **RESEARCH SKILLS & KNOWLEDGE**

### **Quantitative**

- Techniques: Surveying, developing questionnaires, validating measures
- Software: SPSS for Advanced Statistics, AMOS for Structural Equation Modeling (SEM)
- Analysis: Structural equation modeling, multiple linear regression, ANOVA

### **Qualitative**

- Techniques: Semi-structured interviews, focus groups
- Software: NVIVO
- Analysis: Ethnographic coding, discourse analysis

## TEACHING EXPERIENCE

### Academic Teaching

- 2008 **University of Bern, Historisches Institut**
- Lecturer of the module on Knowledge Management in the realm of the program for continuous education in Archival and Information Science, October 2008 (forthcoming)
- 2007/08 **University of Lugano (USI), Faculty of Communication Sciences**
- Lecturer of the 6 ECTS bachelor course (C4) in SS 2007 and 2008: Theories in Decision Making, rated by the students as the best course of the entire bachelor level of the faculty in 2007, Supervisor of 2 bachelor theses
- University of Freiburg, Germany**
- Lecturer of the knowledge management and organizational learning module for the Master of Environmental Governance Program, December 2007
- University of Lausanne**
- Lecturer at the Master in 'Competence Management and Human Resources' for the knowledge management module, May 2006, January 2007
- 2006 **Swiss Federal Institute of Technology**
- Instructor for a Training Program on 'Knowledge Management' of the Military Academy, September 2006, February 2007
- 2002/03 **University of St.Gallen**
- Guest lecturer at the executive MBA of the University of St.Gallen for the Knowledge Management module
- 2002-06 **University of Lugano**
- Teaching assistant of Prof. Dr. M.J. Eppler's course on 'Knowledge Management': Lecturer of single classes, Supervisor of 10 master theses.
  - Teaching assistant of Prof. Dr. M.J. Eppler's course on 'Business Strategy': Lecturer of single classes

### Executive Training, Seminars & Workshops

- 2008
- United Nations: Trainer of a four day course on knowledge management, Beirut, Lebanon, October
  - St.Galler Stadtwerke: Trainer of a one day workshop on the role of internal communication in change management, St.Gallen, Switzerland, August
- 2007
- UBS: Trainer of a one day workshop on knowledge management at the Wolfsberg Seminars, Nottwil, Switzerland, November
- 2006
- UBS: Trainer of a one day workshop on knowledge management at the Wolfsberg Seminars, Thun, Switzerland, September
  - Commerzbank: Trainer of a one day workshop on knowledge management, Frankfurt, Germany, September
  - United Nations: Trainer of a three day course on knowledge management, Beirut, Lebanon, May
- 2005
- State Police of the Canton Ticino: Trainer of a one day workshop for the top management, *An introduction to knowledge management*, Grappoli di Sessa, Switzerland, March
  - Chamber of Judges and Attorneys of Ticino: Trainer of an evening course, *Knowledge management in the legal context*, Bellinzona, Switzerland, November
  - St.Galler Kantonalbank: Lecturer for a kick-off seminar for a company-wide project for the reduction of information overload, *Information overload. Symptoms, causes, and countermeasures*, Rapperswil, Switzerland, October
- 2004
- 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
- 2003
- Swiss Railways (SBB): Trainer of a seminar for team managers, *The communication of team leaders in times of organizational change*, Gordola, Switzerland, November
  - IHA-GfK Market Research, Information Systems and Consulting: Trainer of a one-day workshop, *Knowledge communication for market & opinion researchers. Optimization of the knowledge communication with clients and within project and management teams*, Luzern, Switzerland, June

## REVIEW EXPERIENCE

- Reviewer for Organization Studies
- Reviewer for OrganisationsEntwicklung
- Reviewer for 2008 Academy of Management Annual Meeting
- Reviewer for OKLC 2006, 2007
- Reviewer for IV 2006
- Reviewer for IKNOW 2006, 2007
- Reviewer for EURAM 2005
- Reviewer for IADIS 2004

## ADDITIONAL INFORMATION

### Professional Memberships

- AOM (Academy of Management)
- 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)

### Non-academic Work Experience

- 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)
- 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)

## REFERENCES

### Prof. Martin J. Eppler\* (\* preferential referees for contact)

Full professor in Knowledge Management, Knowledge Visualization, and Business Strategy, 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. Jacky Swan\*

Director of the research Unit for the study of Innovation, Knowledge and Organizational Networks (IKON), full professor of Organizational Behavior, University of Warwick, Warwick Business School, CV4 7AL, Coventry, UK, jacky.swan@wbs.ac.uk, Tel: +44 (0)24 7652 4271

### Prof. Paul Carlike\*

Associate Professor at Information Systems Department, Boston University School of Management, 595 Commonwealth Avenue, Boston, MA 02215, USA, carlike@bu.edu, Tel: +1 617 353-4287

### Prof. Davide Nicolini

Assistant professor and RCUK Research Fellow at Warwick Business School, the University of Warwick, Coventry, CV4 7AL, UK, Davide.Nicolini@wbs.ac.uk, Tel: +44 (0)24 7652 4282

### Prof. Ivan Snehota

Full professor of Marketing, Director of the Institute of Corporate Communication, 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. David Lazer

Director of the Program on Networked Governance, Associate Professor of Public Policy at Harvard University, Kennedy School of Government, Taubman-362, Cambridge MA 02138, USA, david\_lazer@harvard.edu, Tel: +1 (617) 496-0102

## LIST OF PUBLICATIONS

### Peer Reviewed Journals

- Mengis, J.** & Eppler M.J. (2008) *Understanding and managing conversations from a knowledge perspective: An analysis of the roles and rules of face-to-face conversations in organizations*, *Organization Studies*, 29(10): 1287-1313
- 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.J., & **Mengis J.** (2008) *The concept of information overload – a review of literature from organization science, accounting, marketing, MIS, and related disciplines*; in: Meckel, M. & Schmid, B.F. (2008) *Communications management in change. Contributions from 10 years of mcm institute (Kommunikationsmanagement im Wandel. Beiträge aus 10 Jahren mcm institute)*, Wiesbaden: Gabler Verlag
- Eppler M.J., & **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

### Under Review

- Mengis, J.** *Integrating Knowledge through Communication. The Case of Experts and Decision Makers*, *Human Relations*
- Mengis, J.**, Nicolini, D., & Swan J. *Working together in the Space between Expertise and Ignorance*, *Management Learning*
- Nicolini, D., **Mengis, J.** & Swan, J. (2008) *The role of objects in cross-boundary collaboration – A case from the field of bioengineering*, *Organization Science*

### Conferences & Workshops

- Nicolini, D., **Mengis, J.** & Swan, J. (2008) *The role of objects in cross-boundary collaboration – A case from the field of bioengineering*, 2008 Academy of Management Annual Meeting, August, Anaheim (CA)
- Swan, J., & **Mengis, J.** (2008) *The role of objects in innovating across boundaries – Venturing into the unknown*, Presenter Symposium at the 2008 Academy of Management Annual Meeting, August, Anaheim (CA)

- Eppler, M.J., **Mengis, J.**, & Bresciani, S. (2008) *Seven types of visual ambiguity. On the merits and risks of multiple interpretations of collaborative visualizations*, in: Proceedings of the 12<sup>th</sup> International Conference on Information Visualization, July, London (England)
- Mengis, J.**, Nicolini, D. & Swan, J. (2008) *Working together in the space between expertise and ignorance*, Proceedings of the Organizational Learning, Knowledge and Capabilities Conference 2008 (OLKC), April, Copenhagen (Denmark)
- Nicolini, D., **Mengis, J.** & Swan, J. (2007) *Organising scientific work through objects. A case from the field of bioengineering*, Society for Social Studies of Science (4s) 2007 Annual Meeting, October, Montreal (Canada)
- 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 2<sup>nd</sup> 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 4<sup>th</sup> 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)

## Reports

- Eppler, M., **Mengis, J.** (2008) *Preparing messages for information overload environments. What business communicators should know about information overload and what they can do about it*, International Association for Business Communicators (IABC)

## 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

## 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) *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](http://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](http://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](http://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](http://www.knowledge-communication.org)

## 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 form organization science, accounting, marketing, MIS, and related disciplines*, Working Paper ICA, 1/2003 (1-42)