

NICK BONTIS

Business Address

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Educational Background

Ph.D. Business Administration (Strategic Management) 1994 – 1999
 Richard Ivey School of Business, *The University of Western Ontario*, – London, Ontario

- Ontario Graduate Scholarship 1994 – 1995, 1996 – 1997, 1997 – 1998, 1998 – 1999
- Dissertation Title: “Managing an organizational learning system by aligning stocks and flows of knowledge: An empirical examination of intellectual capital, knowledge management and business performance” Thesis Advisor: Dr. Mary Crossan
- Finalist for the best PhD dissertation from the Human Resources Research Institute in 2000
- Recognized as the number one selling thesis in 2002 by the National Library of Canada

Bachelor of Arts (Honours Business Administration) 1988 – 1992
 Richard Ivey School of Business, *The University of Western Ontario*, – London, Ontario

- UWO President’s National Faculty Entrance Scholarship 1988
- Graduated on the Dean’s Honour List 1992
- Recipient of H.G. Ferguson Award in 1992 for the top graduating student at UWO who has shown the highest achievement by excelling in academic, athletic and community life

Academic Status

Associate Professor, Strategic Management 2003 – *present*
 DeGroote School of Business, McMaster University – Hamilton, Ontario, Canada

- Strategic Market Leadership and Health Services Management Area
- On Research Leave from July 1, 2005 – June 30, 2006

Assistant Professor, Strategic Management 1998 – 2003
 DeGroote School of Business, McMaster University – Hamilton, Ontario, Canada

- Strategic Market Leadership and Health Services Management Area

Director, Undergraduate Programs 2004 – *present*
 DeGroote School of Business, McMaster University – Hamilton, Ontario, Canada

Professional Employment Experience

- Harvest Portfolios Group 2009 – *present*
Executive Board – Oakville, Ontario, Canada
- strategic management and advisory services for investment fund company
- Institute for Intellectual Capital Research Inc. 1994 – *present*
Director – Ancaster, Ontario, Canada
- manage operations of strategic management consulting firm – expertise in the measurement and development of intellectual capital, organizational learning, and knowledge management
 - design KM strategic plans and audits administered to business and government clients
 - analysis of statistical data using causal model techniques
 - professional speaking engagements, corporate seminars, executive education
 - administrator of the IICR Knowledge Management Diagnostic
- Knexa Solutions 1999 – *present*
Chief Knowledge Officer – Vancouver, British Columbia, Canada
- CKO of the world's first on-line knowledge exchange and auction software solution
 - knowledge and human capital management consulting, research and development, marketing
 - strategy formulation and implementation, software development of Tribute solution
 - Canada patent application: #2,300,751, USA patent application: #09/979,326
- Ivey Business School, University of Western Ontario Spring 1996 – Fall 1996
Career Services Program Co-ordinator – London, Ontario, Canada
- organized 1996 Career Development Program for 500 HBA, MBA and Ph.D. participants
- CIBC Securities Inc. Spring 1992 – Summer 1994
Product Manager – Marketing Mutual Funds & Discount Brokerage
Project Analyst – Office of the President – Toronto, Ontario, Canada
- new product development and management – launched Hyperion Aurora Trust
 - mutual fund analysis, project management, advertising, budgeting, prospectus development
 - HR management (development, recruitment), analysis of M&As (pricing and evaluation)
 - strategic planning and tactical development (competitive and industry intelligence)
- KPMG Peat Marwick Thorne Summer 1991
Staff Accountant – Scarborough, Ontario, Canada
- bookkeeping and auditing of statements, tax preparation (personal and corporate)
 - client advisory services, classification of accounts
- Human Resources Development Canada Summer 1990
Student Placement Officer – Scarborough, Ontario, Canada
- provided career advice to students, solicited and attracted postings from corporate recruiters
 - developed the National Youth Résumé Workshop program
- City of Scarborough Property Standards Summer 1989
By-Law Enforcement Officer – Scarborough, Ontario, Canada
- customer relations, database management, legal searches, dispatched inspectors for inquiries

Professional Organizations

Society for Teaching and Learning in Higher Education – <i>member</i>	2009 – <i>present</i>
Golden Key International – <i>honorary member</i>	2006 – <i>present</i>
KM Professional Society – <i>member</i>	2005 – <i>present</i>
McMaster Hellenic Society – <i>faculty advisor</i>	1998 – <i>present</i>
Community of Consulting and KM Leaders – <i>member</i>	2005 – 2009
Who’s Who in Canadian Business – <i>listed member</i>	2001 – <i>present</i>
Administrative Sciences Association of Canada – <i>member</i>	1994 – 2007
Knowledge Management Consortium International – <i>member</i>	1998 – 2002
Academy of Management – <i>member</i>	1994 – 2002
Canadian Hellenic Inter-University Council – <i>honorary chairperson</i>	1992 – 1998
UWO Hellenic Society – <i>scholarship coordinator</i>	1988 – 1998
Ivey Business School Ph.D. Association – <i>computer officer</i>	1995 – 1996
Investment Funds Institute of Canada – <i>member</i>	1992 – 1996
United Way of Greater Toronto – <i>CIBC Officer</i>	1993
University of Western Ontario Symphonic Band – <i>euphonium player</i>	1988 – 1992

Professional Activities

United Way of Greater Hamilton	2012 – 2013
• Chair of Campaign – HAMILTON, CANADA	
United Way of Greater Hamilton	2011 – 2012
• Vice-Chair of Campaign – HAMILTON, CANADA	
Hillfield Strathallan College	2010 – <i>present</i>
• Board of Governors – HAMILTON, CANADA	
Canada’s 10 Most Admired Corporate Cultures	2007 – <i>present</i>
• Board of Governors – TORONTO, CANADA	
HR Professional Magazine	2006 – 2008
• Editorial Board – TORONTO, CANADA	
Metohos Magazine	2005 – 2007
• Editorial Board – CALGARY, CANADA	
CIC Center for Research into Society of Knowledge	2001 – 2007
• Scientific Board Member – MADRID, SPAIN	

Advisory Board Appointments

KMPro – Knowledge Management Professional Society	2005 – <i>present</i>
• Advisory Board – ALEXANDRIA, VIRGINIA, USA	
Greenlight Management – Human Capital Consulting	1999 – 2010
• Advisory Board – NEW YORK, NEW YORK, USA	
Learning Streams	2009 – 2010
• Advisory Board – FORT BRAGG, CALIFORNIA, USA	
iVedha	2002 – 2007
• Advisory Board – TORONTO, CANADA	
BrassRing Systems Inc.	1999 – 2005
• Advisory Board – SAN MATEO, CALIFORNIA, USA	
AEROPA	2002 – 2003
• Advisory Board – ANTWERP, BELGIUM	
Chronicle Technologies	2001 – 2003
• Advisory Board – LONDON, ONTARIO, CANADA	
Tomoye	2001 – 2003
• Advisory Board – GATINEAU, QUEBEC, CANADA	
SmartShadow Inc.	2000 – 2001
• Advisory Board – TAMPA BAY, FLORIDA, USA	
Royal Roads University	1999 – 2002
• KM Advisory Board – VICTORIA, BRITISH COLUMBIA, CANADA	

Scholarly Activities

Management Decision – <i>reviewer #MD-09-2011-0313</i>	2011
Journal of Intellectual Capital – <i>reviewer #11-004, -0035, -046</i>	2011
British Accounting Review – <i>reviewer #110105</i>	2011
Canada Research Chairs Program – College of Reviewers	2010
Journal of Intellectual Capital – <i>reviewer #10-011, -023, -028, -032, -055</i>	2010
Public Administration Review – <i>reviewer #0908-G3</i>	2010
Management Decision – <i>reviewer #MD-01-2010-0001</i>	2010
Arab Journal of Administrative Sciences – <i>reviewer #020310</i>	2010
International Journal of Management Reviews – <i>reviewer #118</i>	2010
Journal of African Business – <i>reviewer #JAB022-10</i>	2010
International Journal of Information Management – <i>reviewer #10-292</i>	2010

International Journal of Knowledge-Based Development – <i>Review Board</i>	2009
International Journal of Information Management – <i>reviewer #08-91, 09-42</i>	2008, 2009
Management Decision – <i>reviewer #MD-04-2008-0084</i>	2008
Journal of Human Resource Costing & Accounting – <i>reviewer #ICD-1</i>	2008
Journal of Intellectual Capital – <i>reviewer #090408, 09-0027</i>	2008, 2009
3 rd Asia-Pacific Conference on KM – <i>reviewer #JIC-1, JIC-2, JIC-114</i>	2007
Journal of Business Research – <i>reviewer #SO-1220</i>	2007
International Journal of Management Reviews – <i>reviewer #205</i>	2007
Management Decision – <i>reviewer #040928, 050209, 060829, 074585</i>	2004 – 2007
Journal of Management Studies – <i>reviewer #D186, E097, E353, H123</i>	2003 – 2007
Journal of Human Resource Costing & Accounting – <i>Editorial Board</i>	2003 – 2007
The Learning Organization – <i>Editorial Advisory Board</i>	2003 – <i>present</i>
Canadian Accounting Perspectives – <i>Editorial Board</i>	2002 – 2007
SSHRC Research Grants – <i>reviewer #410-2007-0797</i>	2007
International Journal of Intercultural Relations – <i>reviewer #06-154</i>	2006
7 th World Congress on eBusiness – <i>reviewer #129, 145, 105</i>	2006
Group Decision & Negotiation Journal – <i>reviewer #0604</i>	2006
Performance Measurement Association – <i>reviewer #592, 597, 675</i>	2006
Canadian J. of Administrative Sciences – <i>reviewer #SM1342, SM1483</i>	2005 – 2006
Int. J. of Management Science – <i>reviewer #3-19-06, D-06-196, #8-31-05</i>	2005 – 2006
Administrative Sciences Association of Canada – <i>reviewer #IS-21</i>	2005
R&D Management – <i>reviewer #706, 711, 1087</i>	2003 – 2005
Leadership & Org. Development Journal – <i>reviewer #04-12, 05-43</i>	2004 – 2005
Journal of Small Business Management – <i>reviewer #070405</i>	2004 – 2005
Journal of Digital Information – <i>reviewer #2004-04-14</i>	2004
International Small Business Journal – <i>reviewer #0404</i>	2004
International Journal of IT and Management – <i>reviewer #19-8-03</i>	2003
Journal of Intellectual Capital – <i>Associate Editor</i>	2000 – <i>present</i>
Information Resources Management Association – <i>reviewer</i>	2000 – 2004
Advances in Knowledge Management – <i>reviewer</i>	1998 – 1999
Academy of Management Meetings – <i>reviewer, discussant</i>	1995 – 1997
Administrative Sciences Association of Canada – <i>reviewer, discussant</i>	1995 – 1997
Journal of International Business Studies – <i>reviewer</i>	1995 – 1997

Areas of Interest

Research
 intellectual capital
 knowledge management

Teaching
 business policy / strategy
 knowledge management

Consulting
 human capital measurement
 knowledge management

Courses Taught

DeGroote School of Business – McMaster University

- COM 4PA3 – Business Policy & Strategic Management 1998 – *present*
 - course design, teaching of all classes and student evaluation, course coordinator for all sections (manage and coordinate all instructors and TAs)

- BUS P727 – Knowledge Management 2001 – *present*
 - Launched Canada’s first MBA KM minor program in September 2001

- MCM 721 – Strategic Management 2008 – 2009
 - Taught PR executives in the Master of Communications Management program

- BUS P719 – Independent Research 2007 – *present*
 - Supervised graduate students for research projects
 - 1 student (2007), 2 students (2008), 2 students (2010)

- COM 4SY3 – Independent Research 1999 – 2001, 2006 – *present*
 - Supervised undergraduate students for research projects
 - 12 students (1999), 11 students (2000), 17 students (2001)
 - 1 student (2006), 1 student (2007), 1 student (2008), 1 student (2009)

- USRA – Undergraduate Student Research Award 2007 – 2008
 - Supervised undergraduate students for summer research projects
 - 2 students (2007), 2 students (2008)

- COM 1PA0 – Orientation to Undergraduate Business Program 2007 – *present*
 - course proposal and design, administered student feedback, iClicker implementation
 - supervised team of 15 instructors, coordinator for TAs

Ron Joyce Centre – Burlington, Ontario

Fall 2010

- Knowledge Worker Productivity – 1 section, course design and teaching

Canadian Institute of Management – London, Ontario

Winter 1998

- Course CIM P0031 (Business Policy) – 1 section, course design, teaching and student evaluation

Ryerson Polytechnic University – Toronto, Ontario

Winter 1998

- Course BUS 800 (Business Policy) – 2 sections, course design, teaching and student evaluation

University of Toronto – Toronto, Ontario

Winter 1998

- Course MGT 492S (Business Policy) – 1 section, course design, teaching and student evaluation

Teaching Awards / Recognition

- | | |
|--|-------------|
| Nominated 3M National Teaching Fellow | 2009 |
| Recipient 3M National Teaching Fellow | 2009 |
| <ul style="list-style-type: none"> • The 3M Fellowships are the most prestigious recognition of excellence and leadership in Canadian university teaching. Each year up to 10 professors are chosen out of more than 35,000 faculty members across Canada from all disciplines. | |
| | |
| Nominated OCUFA (Ontario Council of U. Faculty Assoc. Teaching Award) | 2008 – 2009 |
| Recipient OCUFA (Ontario Council of U. Faculty Assoc. Teaching Award) | 2008 – 2009 |
| <ul style="list-style-type: none"> • The OCUFA awards committee selects up to 6 teaching award recipients representing 15,000 faculty at 24 institutions across Ontario | |
| | |
| • Nominated MSU Teaching Award for Outstanding Business School Professor | 2010 – 2011 |
| • Nominated MSU Teaching Award for Outstanding Business School Professor | 2008 – 2009 |
| • Recipient MSU Teaching Award for Outstanding Business School Professor | 2008 – 2009 |
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| • Recipient OUSA Top University Professor | 2008 |
| • Nominated OUSA Top University Professor | 2008 |
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| • Nominated MBA Basu Teaching Award for Outstanding Business School Professor | 2008 |
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| • Nominated TVO Ontario's Best Lecturer | 2007 – 2008 |
| • Semi-finalist (Top 38) TVO Ontario's Best Lecturer | 2007 – 2008 |
| • Finalist (Top 10) TVO Ontario's Best Lecturer | 2007 – 2008 |
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| • Nominated MSU Teaching Award for Outstanding Health Sciences Professor (team taught HTH SCI 3AA3 – Introduction to Health Care Management) | 2007 – 2008 |
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| • Nominated McMaster President's Award for Excellence in Instruction | 2006 – 2007 |
| • Recipient McMaster President's Award for Excellence in Instruction | 2006 – 2007 |
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| • Nominated MBA Basu Teaching Award for Outstanding Business School Professor | 2007 |
| • Recipient MBA Basu Teaching Award for Outstanding Business School Professor | 2007 |
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| • Nominated MSU Teaching Award for Outstanding Business School Professor | 2006 – 2007 |
| • Recipient MSU Teaching Award for Outstanding Business School Professor | 2006 – 2007 |
| | |
| • Nominated MBA Basu Teaching Award for Outstanding Business School Professor | 2006 |
| • Recipient MBA Basu Teaching Award for Outstanding Business School Professor | 2006 |
| | |
| • COU Award of Excellence in Teaching with Technology – recognition of submission | 2006 |
| | |
| • Nominated MSU Teaching Award for Outstanding Business School Professor | 2004 – 2005 |

- Nominated MBA Basu Teaching Award for Outstanding Business School Professor 2004
- Nominated MSU Teaching Award for Outstanding Business School Professor 2002 – 2003
- Recipient MSU Teaching Award for Outstanding Business School Professor 2002 – 2003
- Nominated MBA Basu Teaching Award for Outstanding Business School Professor 2003
- Nominated MSU Teaching Award for Outstanding Business School Professor 2001 – 2002
- Rated as one of McMaster's "Most Popular Professors" by Maclean's Magazine 2000
- Rated as one of McMaster's "Most Popular Professors" by Maclean's Magazine 2001
- Rated as one of McMaster's "Most Popular Professors" by Maclean's Magazine 2002
- Rated as one of McMaster's "Most Popular Professors" by Maclean's Magazine 2003
- Rated as one of McMaster's "Most Popular Professors" by Maclean's Magazine 2004
- Rated as one of McMaster's "Most Popular Professors" by Maclean's Magazine 2005

Course Development

- Knowledge Worker Productivity – *Executive Education , Ron Joyce Centre* 2010
- developed and delivered executive course
- Orientation to Undergraduate Business Program – *DeGroot School of Business* 2007
- Developed, administered and coordinated team-taught course
- KM for Health Care Professionals – *DeGroot Health Leadership Institute* 2005
- developed and delivered executive course for health care managers
- KM for Government – *Schulich Executive Education Centre, York University* 2005
- developed and delivered executive course for government managers
- KM for Business – *Schulich Executive Education Centre, York University* 2005
- developed and delivered executive course for business managers
- Executive KM Module – *Schulich Executive Education Centre, York University* 2004 – 2005
- developed and delivered KM module for Residential Executive Program
- Executive KM Seminar – *Schulich Executive Education Centre, York University* 2004 – 2005
- developed and delivered for executives of Commonwealth Governments
- Executive KM Seminar – *Schulich Executive Education Centre, York University* 2003
- developed and delivered for Municipal Officers of the City of Beijing
- PhD Seminar in KM – *University of Lecce, Italy* 2003
- developed and delivered doctoral seminar program in knowledge management

- Executive MBA in KM – *Royal Roads University* 2002
- assisted in development of curriculum for Canada’s first Executive MBA program in KM
- KM for HR Management – *Human Resources Development Canada* 2002
- developed a half-day seminar in knowledge management for senior HR executives
- KM 201 – *Canadian Centre for Management Development* 2002
- developed an intermediate-level one-day seminar in KM for senior government managers
- KM 101 – *Canadian Centre for Management Development* 2001
- developed an introductory-level one-day seminar in KM for senior government managers
- Business Policy/Strategy – *DeGroote School of Business* 2001
- developed an electronic voucher system for copyright payment of e-cases
- Tango Simulation – *DeGroote School of Business* 2001
- administered an intangible asset management simulation game for MBA students
- Business Policy/Strategy – *DeGroote School of Business* 1999
- developed an interactive workshop for Improvisation Management
- Research Methods – *DeGroote School of Business* 1998
- developed a lesson for HR PhD candidates, “Structural equation modelling with PLS”

PhD Supervisory Committee (13)

- Paul Joannou – *McMaster University, Hamilton, Ontario, Canada* 2010 – present
- Thesis entitled: “Enterprise architecture”
- John Gilbert – *McMaster University, Hamilton, Ontario, Canada* 2009 – present
- Thesis entitled: “Web 2.0 technologies”
- Steve Way – *McMaster University, Hamilton, Ontario, Canada* 2008 – present
- Thesis entitled: “Information systems security”
- Lorne Booker – *McMaster University, Hamilton, Ontario, Canada* 2007 – 2011
- Thesis entitled: “Information literacy instruction in Business Schools”
 - Thesis defended: August 23, 2011
- Maria Solitander – *Hanken School of Economics, Finland* 2010 – 2011
- Thesis entitled: “When sharing becomes a liability”
 - Thesis defended: March 12, 2011
- Michael Breward – *McMaster University, Hamilton, Ontario, Canada* 2008 – 2009
- PhD Thesis: “Consumer attitudes towards biometric identity authentication”
 - Thesis defended: September 9, 2009

- Constantinos Coursaris – *McMaster University, Hamilton, Ontario, Canada* 2005 – 2006
- PhD Thesis: “Impact of distractions on mobile device usability and adoption”
 - Thesis defended: April 13, 2006
- Andreas Andreou – *George Washington University, Washington D.C., USA* 2005 – 2006
- PhD Thesis: “A suggested human capital knowledge asset index”
 - Thesis defended: February 27, 2006
- Alexander Serenko – *McMaster University, Hamilton, Ontario, Canada* 2003 – 2005
- PhD Thesis: “User Adoption of Interface Agents for Email”
 - Thesis defended: May 26, 2005
- Hong Pew Tan – *University of Western Australia, Crawley, Australia* 2004
- PhD Thesis: “IC and financial returns of companies: An exploratory study”
 - Thesis defended: October 7, 2004
- Renata Mikuleniene – *Kaunas University of Technology, Kaunas Lithuania* 2004
- PhD Thesis: “IC management: Strategic aspect”
 - Thesis defended: September 20, 2004
- Marius Ungerer – *Rand Afrikaans University, Johannesburg, South Africa* 2004
- PhD Thesis: “Developing core capabilities in a financial services firm”
 - Thesis defended: April 1, 2004
- Eward Truch – *Henley Management College, UK* 2001
- PhD Thesis: “Strategic Alignment of Knowledge Orientation in Organisations”
 - Thesis defended: November 26, 2001 via video-teleconference

PhD Advisory Board (4)

- Peter Cleary – *University College Cork, Ireland* 2005 – 2007
- Thesis entitled: “Positioning management accounting in the IC discourse”
- Gerhard Kristandl – *Vienna University, Austria* 2005 – 2007
- Thesis entitled: “The impact of voluntary disclosure on COE capital and risk”
- Carla Forrest – *University of New Mexico, USA* 2001 – 2007
- Thesis entitled: “Knowledge management systems”
- Christiaan D. Stam – *Eindhoven University of Technology, The Netherlands* 2003 – 2004
- Thesis entitled: “Relationship between IC and organizational performance”

Research Funding Awarded

SSHRC Research Grant – <i>Relevance of KM/IC research</i>	2008-12
▪ Amount: \$111,800 π	
AIC Research Grant – <i>Relevance of business valuation research for analysts</i>	2007-10
▪ Amount: \$4,800 π	
MINT Research Grant – <i>Generation Y's contribution to innovation</i>	2008-9
▪ Amount: \$9,800 σ	
MAC Incentive Award – <i>An evaluation of the relevance of KM/IC research</i>	2007
▪ Amount: \$4,940 π	
MINT Research Grant – <i>The relevance of IC research to managers</i>	2007
▪ Amount: \$4,800 π	
MINT Research Grant – <i>Innovation best practices in policing</i>	2007
▪ Amount: \$4,800 π	
SSHRC INE Public Outreach Grant – <i>Information in the Public Sector</i>	2006-7
▪ Amount: \$49,830 κ	
SSHRC INE Research Grant – <i>Information in the Public Sector</i>	2003-6
▪ Amount: \$234,000 κ	
York Univ. FNSV Grant – <i>Human Capital & Performance – Phase 2</i>	2002-4
▪ Amount: \$25,000 σ	
SSHRC INE Dev. Grant – <i>Public Sector's Management of Information</i>	2002-3
▪ Amount: \$49,846 κ	
York Univ. FNSV Grant – <i>Human Capital & Performance</i>	2000-2
▪ Amount: \$29,940 σ	
Arts Research Board Grant – <i>Turnover and KM</i>	2000
▪ Amount: \$4,609 σ	
Queens Univ. KBE Research Grant – <i>Assessing Knowledge Assets</i>	2000
▪ Amount: \$5,000 σ	
Arts Research Board Grant – <i>Travel to Academy of Management</i>	1999
▪ Amount: \$600 σ	
Arts Research Board Grant – <i>Travel to Organizational Learning Conference</i>	1999
▪ Amount: \$600 σ	
MINT Research Grant – <i>Intellectual Capital Metrics</i>	1999
▪ Amount: \$6,800 σ	
McMaster New Faculty Grant – <i>Start-up Research</i>	1998
▪ Amount: \$8,000 σ	

κ = co-applicant	\$ 333,676
π = principle investigator	\$ 131,140
σ = sole investigator	\$ 90,349
Total Research Funding	\$ 555,165

Research Publications

Articles Published in Peer-Reviewed Academic Journals (72)

- Serenko, A., Cox, R., Bontis, N., and L. Booker. (2011). "The superstar phenomenon in the knowledge management and intellectual capital academic discipline", *Journal of Informetrics*, 5, 3, 333-345.
- Bontis, N., Hardy, C., and Mattox, J.R. (2011). "Diagnosing key drivers of job impact and business results attributable to training at the Defense Acquisition University", *Defense Acquisition Research Journal*, 18, 4, 348-367.
- Curado, C., Henriques, L. and N. Bontis. (2011). "Intellectual capital disclosure payback", *Management Decision*, 49, 7, 1080-1098.
- Turel, O., Serenko, A. and N. Bontis. (2011). "Family and work related consequences of addiction to organizational pervasive technologies", *Information & Management*, 48, 88-95.
- Bontis, N., Richards, D. and A. Serenko. (2011). "Improving service delivery: Investigating the role of information sharing, job characteristics, and employee satisfaction", *The Learning Organization*, 18, 3, 239-250 .
- Curado, C. and N. Bontis. (2011). "Parallels in knowledge cycles", *Computers in Human Behavior*, 27, 1438-1444.
- Serenko, A., Bontis, N. and E. Hull. (2011). "Practical relevance of knowledge management and intellectual capital scholarly research: Books as knowledge translation agents", *Knowledge Process Management*, 18, 1, 1-9.
- Serenko, A. and N. Bontis. (2011). "What's familiar is excellent: The impact of exposure effect on perceived journal quality", submitted to *Journal of Informetrics*, 5, 1, 219-223.
- Trevinyo-Rodriguez, R.N. and N. Bontis. (2010). "Family ties and emotions: A missing piece in the knowledge transfer puzzle?", *Journal of Small Business and Enterprise Development*, 17, 3, 418-436.
- Sharabati, A., Jawad, S. and N. Bontis. (2010). "Intellectual capital and business performance in the pharmaceutical sector of Jordan", *Management Decision*, 48, 1, 105-131.
- Serenko, A., Bontis, N., Booker, L., Saddedin, K. and T. Harding. (2010). "A scientometric analysis of knowledge management and intellectual capital academic literature", *Journal of Knowledge Management*, 14, 1, 3-23.
- Turel, O., Serenko, A. and N. Bontis. (2010). "User acceptance of hedonic digital artifacts: A theory of consumption values perspective", *Information & Management*, 47, 1, 53-59.
- Booker, L. and N. Bontis. (2010). "Curbing economic crime with RFID enabled currency", *International Journal of Business Governance and Ethics*, 5, 1/2, 26-37.
- Bontis, N, Hardie, T. and A. Serenko. (2009). "Techniques for assessing skills and knowledge in a business strategy classroom", *International Journal of Teaching and Case Studies*, 2, 2, 162-180.

- Serenko, A., Bontis, N. and J. Grant. (2009). "A scientometric analysis of the proceedings of the McMaster World Congress on Intellectual Capital and Innovation (1996-2008)", *Journal of Intellectual Capital*, 10, 1, 8-21.
- Rezazadeh Mehrizi, M.H. and N. Bontis. (2009). "A cluster analysis of the KM field", *Management Decision*, 47, 5, 792-805.
- Serenko, A. and N. Bontis. (2009). "A citation-based ranking of the top business ethics scholarly journals", *International Journal of Business Governance and Ethics*, 4, 4, 390-399.
- Bontis, N. and A. Serenko. (2009). "A follow-up ranking of academic journals", *Journal of Knowledge Management*, 13, 1, 16-26.
- Schotter, A. and N. Bontis. (2009). "Intra-organizational knowledge exchange: An examination of reverse capability transfer in multinational corporations", *Journal of Intellectual Capital*, 10, 1, 149-164.
- Bontis, N. and A. Serenko. (2009). "Longitudinal knowledge strategising in a long-term healthcare organisation", *International Journal of Technology Management*, 47, 1/2/3, 276-297.
- Bontis, N. and A. Serenko. (2009). "A causal model of human capital antecedents and consequents in the financial services industry", *Journal of Intellectual Capital*, 10, 1, 53-69.
- Serenko, A. and N. Bontis. (2009). "Global ranking of knowledge management and intellectual capital academic journals", *Journal of Knowledge Management*, 13, 1, 4-15.
- Seleim, A. and N. Bontis. (2009). "The relationship between culture and corruption: A cross-national study", *Journal of Intellectual Capital*, 10, 1, 165-184.
- Booker, L., Bontis, N. and A. Serenko. (2008). "The relevance of knowledge management and intellectual capital research", *Knowledge and Process Management*, 15, 4, 235-246.
- Bontis, N., Hardie, T. and A. Serenko. (2008). "Self-efficacy and KM course weighting selection: Can students optimize their grades?", *International Journal of Teaching and Case Studies*, 1, 3, 189-199.
- Cabrita, M. and N. Bontis. (2008). "Intellectual capital and business performance in the Portuguese banking industry", *International Journal of Technology Management*, 43, 1/2/3, 212-237.
- Serenko, A., Bontis, N. and T. Hardie. (2007). "Organizational size and knowledge flow: A proposed theoretical link", *Journal of Intellectual Capital*, 8, 4, 610-627.
- Cleary, P., O'Regan, P., O'Donnell, D., Kennedy, T. and N. Bontis. (2007). "Positioning management accounting in the intellectual capital agenda", *International Journal of Accounting, Auditing and Performance Evaluation*, 4, 4/5, 336-359.
- Kristandl, G. and N. Bontis. (2007). "The impact of voluntary disclosure on cost of equity capital and risk premium estimates in a temporal setting", *Journal of Intellectual Capital*, 8, 4, 577-594.
- Kristandl, G. and N. Bontis. (2007). "Defining intangible assets and intellectual capital", *Management Decision*, 45, 9, 1510-1524.

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* Also translated in French: “Le capital intellectuel et la valeur économique ajoutée”
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Teaching Cases (12)

- Bontis, N. and A. Mohamed. (2008). “Jay Zee at DeGroot”, *Business Policy*, Hamilton: DeGroot School of Business.
- Bontis, N. and T. Piribauer. (2008). “Driving human capital measurement at Scotiabank”, *Knowledge Management*, Hamilton: DeGroot School of Business.
- Wakefield, P., Bontis, N. and S. Khorasani. (2008). “AIC and the NCB of Jamaica”, *AIC Institute of Strategic Business Studies*, Hamilton: DeGroot School of Business.
- Bontis, N. and D. Shoukry. (2005). “Cupid’s Arrow”, *Business Policy*, Hamilton: DeGroot School of Business.
- Bontis, N. (2001). “Rehabilitation Research Centre”, *Business Policy*, Hamilton: DeGroot School of Business.
- Bontis, N. and O. Jilani. (2001). “Power wins the dispute”, *Business Policy*, Hamilton: DeGroot School of Business.
- Bontis, N. (1997). “Institute for Work Place Injuries”, *Business Policy*, Hamilton: Society of Management Accountants of Canada.

Bontis, N. (1996). “Hyperion Aurora Trust”, *Investment Finance*, London: Ivey Case & Publications.

Bontis, N. (1996). “Visioning at Xerox Canada”, *Business Policy*, London: Ivey Case & Publications; Boston, MA: Harvard Business School Press.

Bontis, N. (1996). “Canadian Airlines Corp”, *Business Policy*, London: Ivey Case & Publications.

Bontis, N. (1996). “Global Heat Exchangers Inc.”, *Production and Operations Management*, London: Ivey Case & Publications.

Research Notes (1)

Bontis, N. (1996). “Note on the Canadian Mutual Fund Industry”, *Investment Finance*, London: Ivey Case & Publications.

Research Awards

Nominated DeGroote Faculty Research to Practice Excellence Award 2008 – 2009

Recipient DeGroote Faculty Research to Practice Excellence Award 2008 – 2009

- The Research to Practice Excellence Award is presented to a member of the DeGroote School of Business who, over the past five years, has successfully bridged research theory to professional and/or instructional practice. This award has been established to recognize rigorous research that has important practical implications for management and/or teaching.

Nominated DeGroote Faculty Research Excellence Award 2006 – 2007

Recipient DeGroote Faculty Research Excellence Award 2006 – 2007

- The Faculty Research Excellence Award is presented to a member of the DeGroote School of Business faculty who, over the past five years, has consistently demonstrated excellence in research endeavours. The Award has been established to recognize and encourage overall research excellence and important research achievements.

Research Publication Awards (12)

Turel, O., Serenko, A. and N. Bontis. (2007). “User acceptance of hedonic information technologies: A perceived value perspective”, *Americas Conference on Information Systems (AMCIS)*, August 9-12, Keystone, Colorado.

* Nominated Best Paper Award in the Hedonic IT Mini-track

Coursaris, C., Hassanein, K., Head, M., and Bontis, N. (2007). “The impact of distractions on the usability and the adoption of mobile devices for wireless data services”, *European Conference on Information Systems (ECIS)*, June 7-9, St. Gallen, Switzerland.

* Nominated Best Paper Award

Bontis, N., Serenko, A. and E. Biktimirov. (2006). “MBA Knowledge Management Course: Is there an impact after graduation?”, *Administrative Sciences Association of Canada (ASAC)*, June 3-6, 2006, Banff, Alberta.

* Won Best Paper Award – Management Education Division

- Turel, O., Serenko, A. and N. Bontis. (2005). “User acceptance of Short Messaging Services: The convergence of marketing and MIS views”, *Proceedings of the 11th Americas Conference on Information Systems (AMCIS)*, August 11-14, 2005, University of Nebraska at Oklahoma.
* Won Best Paper Award
- Boehnke, K., Bontis, N., DiStefano, J. and A. DiStefano. (2003). “Transformational Leadership: An examination of cross-cultural differences and similarities”, *Leadership & Organization Development Journal*, 24, 1, 5-15.
* Won 2004 Literati Club Award of Excellence for Outstanding Paper in LODJ
- Bontis, N. (1999). “Managing an Organizational Learning System by Aligning Stocks and Flows of Knowledge: An empirical examination of intellectual capital, knowledge management and business performance”, *PhD Dissertation*.
* Finalist Human Resources Research Institute (HRRI) Dissertation Award 2000
- Bontis, N. (1998). “Intellectual Capital: An Exploratory Study that Develops Measures and Models”, *Management Decision*, 36, 2, 63-76.
* Won ANBAR Citation of Excellence
- Bontis, N. (1996). “Intellectual Capital: An Exploratory Study That Develops Measures and Models”, *Business Policy Division of ASAC '96*, republished in *Management Decision*.
* Won the Best Student Paper Award for ASAC '96 Policy Division
- Bontis, N. (1996). “Hyperion Aurora Trust”, *Finance*, London: Ivey Case & Publications.
* 2nd Runner Up Best Case Award – ASAC '97
- Bontis, N. (1996). “Visioning at Xerox Canada”, *Business Policy*, London: Ivey Case & Publications; Boston, MA: Harvard Business School Press.
* 1st Place Best Case Award in Organizational Behaviour – ASAC '96
- Bontis, N. (1996). “Canadian Airlines”, *Business Policy*, London: Ivey Case & Publications.
* 1st Place Best Case Award in Business Policy – ASAC '96
- Bontis, N. (1995). “International Entrepreneurship: A Field Yearning for Recognition”, *Entrepreneurship Division of ASAC '95*.
* Won the Best Student Paper Award for ASAC '95 Entrepreneurship Division

Selected Invited Presentations (274)

- Business intelligence, Webinar, Panorama Software (Hamilton, ON), November, 2011.
- Learning to engage, unlearning to win, Keynote Presentation, Westmount Secondary School (Hamilton, ON), November, 2011.
- Leadershifting ourselves towards smarter productivity, Keynote Presentation, Flynn Canada (Toronto, ON), November, 2011.
- Learning to engage, unlearning to win, Keynote Presentation, Hillfield Strathallan College – Montessori School (Hamilton, ON), October, 2011.
- Competitive Leadership: Survival of the Fittest, Keynote Presentation, Ontario Long Term Care Association (Toronto, ON), October, 2011.

Intellectual capital management, Webinar, Panorama Software (Hamilton, ON), October, 2011.

Information Bombardment, Keynote Presentation, Society of Actuaries (Chicago, IL), October, 2011.

Workspace design for increased collaboration, Keynote Presentation, Mayhew (Thornhill, ON), October, 2011.

Information Bombardment, Keynote Presentation, Ivanhoe Cambridge (Oakville ON), October, 2011.

Information Bombardment, Keynote Presentation, Catholic Health Association of Ontario (Toronto, ON), September, 2011.

Leadershifting ourselves to higher performance, Keynote Presentation, SNC Lavalin (Montreal, PQ), September, 2011.

Information Bombardment, Keynote Presentation, AstraZeneca (Toronto, ON), September, 2011.

Learning to engage, unlearning to win, Keynote Presentation, Hillfield Strathallan College (Hamilton, ON), August, 2011.

Leadershift: Transforming ourselves towards our future potential, Keynote Presentation, Association of Municipalities of Ontario (London, ON), August, 2011.

All Aboard! Take a knowledge journey, Keynote Presentation, Extendicare (Orillia, ON), June, 2011

Information Bombardment, Keynote Presentation, Canadian Association of Municipal Administrators (Halifax, NS), May, 2011.

Information Bombardment, Keynote Presentation, BC Assessment (Vancouver, BC), May, 2011.

Information Bombardment, Keynote Presentation, SpecialtyCare (Niagara-on-the-lake, ON), May, 2011.

All Aboard! Take a knowledge journey, Keynote Presentation, Electricity Council (Toronto, ON), May, 2011

All Aboard! Take a knowledge journey, Keynote Presentation, PowerStream (King City, ON), May, 2011

Moving forward together, Moderator, Hamilton Economic Summit (Hamilton, ON), May, 2011.

Next 40, Keynote Presentation, Top 40 Under 40 Institute (Toronto, ON), May 2011.

Knowledge worker productivity, Keynote Presentation, Human Resources Professionals of London Ontario (London, ON), April, 2011.

Human capital analytics, Keynote Presentation, Ontario Municipal Benchmarking Initiative (Niagara-on-the-lake, ON), April, 2011.

Health Research Under the Microscope, Keynote Presentation, Hamilton Health Sciences (Hamilton, ON), April, 2011.

Knoweldge Café, Seminar Leader, RIM Manufacturing and Supply Chain (Waterloo, ON), March, 2011.

Knowledge worker productivity, Seminar Leader, Ottawa National Managers Community (Ottawa, ON), March, 2011.

Top Executives, Keynote Presentation, Tourism Hamilton (Hamilton, ON), February, 2011.

Top Management, Keynote Presentation, Canadian Association of Food Professionals (Toronto, ON), February, 2011.

Think Ahead! Take a knowledge journey, Keynote Presentation, Banff Western Connection (Banff, AB), January 2011.

Leadershift: Raising productivity to new heights, Keynote Presentation, Eli Lilly Marketing Conference (Toronto, ON), January, 2011.

Leadershift! Transforming ourselves into a new level of performance, Keynote Presentation, Tim Horton's (Niagara-on-the-lake, ON), December, 2010.

Leadershift! Transforming ourselves into a new level of performance, Keynote Presentation, Laurentian Bank (Montebello, PQ), November, 2010.

Leadershift: Harnessing the power of productivity, Keynote Presentation, Canadian Forces National Managers Community (Victoria, BC, November, 2010.

Brain games, Seminar Leader, Canadian Council of Grocery Distributors (Mississauga, ON), November, 2010.

Combating the biggest threat ever, HR Breakfast Presentation, Ontario Hospital Association Health Achieve (Toronto, ON), November, 2010.

Redefining standards, Keynote Presentation, AXA Insurance (Toronto, ON), October, 2010.

Leadershift!, Keynote Presentation, London Life Congress and Summit (Montreal, PQ), October, 2010.

Assisted living innovation, Keynote Presentation, DePaul Senior Living Communities (Buffalo, NY), October, 2010.

Leadershift!, Keynote Presentation, Hamilton Health Sciences (Hamilton, ON), October, 2010.

Leadershift!, Keynote Presentation, Great West Life Congress and Summit (Montreal, PQ), October, 2010.

Leadershift: Harnessing the power of collaboration, Keynote Presentation, Hospitality Human Resource Professionals Association (Toronto, ON), October, 2010.

Think Ahead! Take a charitable journey, Keynote Presentation, Bricks and Books Conference Summit (Toronto, ON), October, 2010.

Healthcare quality and productivity, Keynote Speaker, Ontario Health Quality Council (Toronto, ON), September, 2010.

Inform, innovate, inspire, Keynote Speaker, FindHelp Information Services (Toronto, ON), September, 2010.

Strategic learning, Keynote Speaker, Walker Industries (Orillia, ON), September, 2010.

Leadershift: Harnessing the power of collaboration, Keynote Presentation, Westin Harbour Castle Hotel Staff Conference (Toronto, ON), September, 2010.

Strategizing the future of business, Keynote Presentation, PaperWorks Industries (Atlantic City, NJ), August, 2010.

Think Ahead! Take a learning journey, Keynote Presentation, Dolce – BMO Management Summit (Toronto, ON), July, 2010.

Think Ahead! Take a knowledge journey, Keynote Presentation, Canadian Institute of Actuaries Annual Meeting (Vancouver, BC), June, 2010.

Productivity and performance, Keynote Presentation, Municipal Finance Officers Association of Ontario (Grand Bend, ON), June, 2010.

Leadershift: Transforming ourselves into a new level of performance, Keynote Presentation, B2B Trust – Laurentian Bank Management Conference (Montreal, PQ), June, 2010.

Knowledge worker productivity, Keynote Presentation, The Williamson Group Client Summit (Huntsville), June, 2010.

Next 40, Keynote Presentation, Top 40 Under 40 Institute (Toronto, ON), June, 2010.

Rules of engagement, Moderator, Hamilton Economic Summit (Hamilton, ON), May, 2010.

Knowledge worker productivity, Keynote Presentation, Toronto Nortel Users Association (Toronto, ON), May, 2010.

Knowledge worker productivity, Seminar Leader, Canadian Association for Pharmacy Distribution Management (Miami, FL), May, 2010.

Harnessing the power of people, Keynote Presentation, Strategies 2010 (Atlanta, GA), March, 2010.

Leadership and collaboration, Keynote Presentation, Black & Macdonald Annual Meeting (Niagara Falls, ON), February, 2010.

Tête-à-Tête, Keynote Presentation, Canadian Society of Association Executives (Ottawa, ON), January, 2010.

Leadershift: Harnessing the power of collaboration, Keynote Presentation, Human Resources Professional Association Conference & Trade Show (Toronto, ON), January, 2010.

Leadershifting towards greener pathways, Keynote Presentation, Electricity Distribution Information Systems and Technology Conference (Markham, ON), January, 2010.

An exercise in working smarter, Seminar Leader, Canadian Council of Grocery Distributors (Mississauga, ON), November, 2009.

Think ahead! Take a knowledge journey, Keynote Presentation, Association of Canadian Clinical Academic Department Administrators (Niagara-on-the-Lake, ON), October, 2009.

Global talent HR town hall meeting, Keynote Presentation, Manulife Financial (Toronto, ON), September, 2009.

Leadershift: Harnessing the power of talent, Keynote Presentation, Canadian Employee Relocation Council (Ottawa, ON), September, 2009.

ABC 2009: Charting responsible choices today for a sustainable future, Keynote Presentation, Canadian Institute of Plumbing & Heating (Charlevoix, PQ), June, 2009.

A competitive edge for leaders, Keynote Presentation, Profit 100 Summit (Toronto, ON), June, 2009.

Working smarter: Part deux!, Keynote Presentation, Canada Health Infoway (Montreal, PQ), June, 2009.

Working smarter, Keynote Presentation, Million Dollar Round Table (Indianapolis, IN), June, 2009.

The predictive learning impact model, Keynote Presentation, LOMA Canada (Toronto, ON), June, 2009.

A competitive edge for leaders, Keynote Presentation, Associate of Manufacturing Excellence (Calgary, AB), June, 2009.

Think Ahead! Take a knowledge journey, Keynote Presentation, Educational Computing Network of Ontario (Alliston, ON), June, 2009.

Think Ahead! Take a knowledge journey, Keynote Presentation, Northern Ontario Human Resources Management Association (Thunder Bay, ON), May, 2009.

Working smarter: Part deux!, Keynote Presentation, Electro-Federation Conference (St. John's, NF), May, 2009.

Leadershift: Harnessing the power of knowledge worker productivity, Keynote Presentation, House of Commons – Procedural Services (Ottawa, ON), May, 2009.

Crisis and Renewal: Leadershifting through turbulent times, Keynote Presentation, National Association of Electrical Distributors (Ft. Lauderdale, FL), May, 2009.

Enterprise analytics, All-member General Session, nGenera Talent 2.0 Conference (Toronto, ON), May, 2009.

A competitive edge for HR leaders, Executive Track Presentation, British Columbia Human Resources Management Association (Victoria, BC), May, 2009.

Linking HR metrics to organizational effectiveness, VIP Break-out Session, British Columbia Human Resources Management Association (Victoria, BC), May, 2009.

Think Ahead! Your action plan for the future, Keynote Presentation, Assisted Living Federation of America (Philadelphia, PA), May, 2009.

Get More Green: Profitability through communications, Keynote Presentation, SaskTel Customer Information Session (Regina/Saskatoon, SK), April, 2009.

Combating the biggest threat ever! Organizational dementia, Keynote Presentation, Canadian College of Health Service Executives (Mt. Tremblant, PQ), April, 2009.

Leadershift: From Me to We, Keynote Presentation, L3 Wescam Employee Meeting (Burlington, ON), March, 2009.

The predictive learning impact model, Keynote Presentation, Knowledge Advisors Symposium (Tucson, AZ), March, 2009.

Act and think now in order to perform, Keynote Presentation, AceTech (Whistler, BC), March, 2009.

- Enhancing collaboration, Keynote Presentation, Bank of Canada Knowledge Services (Ottawa, ON), February, 2009.
- Think Ahead! Take a knowledge journey, Keynote Presentation, Halton Region Health Department (Oakville, ON), February, 2009.
- 2009 Hancock Lecture, Keynote Presentation, University of Toronto Hart House (Toronto, ON), February, 2009.
- Renewal of intellectual resources, Keynote Presentation, Ontario Sewer and Watermain Construction Association (Huntsville, ON), January, 2009.
- Innovation and creativity, Keynote Presentation, Executive Office Scotiabankers' Association (Toronto, ON), December, 2008.
- New knowledge-based careers, Keynote Presentation, Canadian Association of Career Educators and Employers (Toronto, ON), December, 2008.
- Personality type and collaborative behaviours, Keynote Presentation, Deloitte Technology Learning Day (Toronto, ON), December, 2008.
- Speaking to grow, Keynote Presentation, Canadian Association of Professional Speakers (Toronto, ON), November, 2008.
- IT myth and reality, Keynote Presentation, Public Works and Government Services Canada IT Operations Conference (Gatineau, PQ), November, 2008.
- Power in the knowledge, Keynote Presentation, Ontario Power Generation – Darlington Nuclear Generating Station Conference (Bowmanville, ON), November, 2008.
- Accounting for human capital resources, Keynote Presentation, Canadian Tourism Human Resource Council (Winnipeg, MB), November, 2008.
- Strategic alignment of people and resources, Keynote Presentation, Grand River Conservation Authority (Cambridge, ON), November, 2008.
- Leadershift: Sharpening our competitive edge, Keynote Presentation, Shoppers Drug Mart Associates Conference (Toronto, ON), November, 2008.
- Human capital best practices: Part deux, Keynote Presentation, Credit Union Professionals Association (Toronto, ON), November, 2008.
- Rural and northern health care, Ontario Hospital Association Health Achieve (Toronto, ON), November, 2008.
- Eye see eye tee, Keynote Presentation, Tri-Committee Symposium (Mississauga, ON), October, 2008.
- Human capital asset management, Keynote Presentation, PricewaterhouseCoopers Alberta Tax Managers Conference (Banff, AB), October, 2008.
- Collaboration in government, Keynote Presentation, Government 2.0 nGenera Summit (Ottawa, ON), October, 2008.
- Leadershifting leadership in hospitals, Keynote Presentation, Ontario Hospital Association Region 5 Conference (Stratford, ON), October, 2008.

Speed thinking and decision-making, Keynote Presentation, Ontario Municipal Administrators Association (Niagara Falls, ON), October, 2008.

Think, know and act, Keynote Presentation, World Plumbing Conference (Calgary, AB), September, 2008.

Collaboration, integration and execution, Keynote Presentation, PricewaterhouseCoopers PCS Summit (Richmond, BC), September, 2008.

Hospital knowledge worker productivity, Keynote Presentation, Trillium Health Centre Annual Meeting (Mississauga, ON), September, 2008.

Accelerating collaboration within a consulting organization, Seminar Leader, PricewaterhouseCoopers BC Partner Retreat (Whistler, BC), September, 2008.

Investing in intangible assets, Keynote Presentation, Financial & Insurance Conference Planners Association (Gatineau, PQ), August, 2008.

The development of intellectual capital, Keynote Presentation, Alberta Motor Association Conference (Jasper, AB), June, 2008.

Think Ahead!, Keynote Presentation, Million Dollar Round Table (Toronto, ON), June, 2008.

KM in government, Keynote Presentation, Ontario Federal Council (Toronto, ON), June, 2008.

KM in healthcare, Keynote Presentation, Providence Healthcare Conference (Toronto, ON), June, 2008.

Canada's competitiveness, Keynote Presentation, Electro-Federation Conference (Victoria, BC), June, 2008.

Knowledge worker productivity, Keynote Presentation, L3 Communications HR Summit (Boca Raton, FL), May, 2008.

Human capital measurement, Keynote Presentation, The Conference Board (Niagara Falls, ON), May, 2008.

Measuring HR impact: A case study, Keynote Presentation, Talent 2.0 nGenera Summit (Toronto, ON), May, 2008.

Policing innovation, Keynote Presentation, Hamilton Police Services Speakers Series (Hamilton, ON), May, 2008.

Achieve more faster, Keynote Presentation, Top 40 Under 40 Institute (Toronto, ON), May, 2008.

Live smarter, Keynote Presentation, United Way National Conference (Quebec City, PQ), May, 2008.

Leading for sales, Keynote Presentation, Energizer Sales Conference (Toronto, ON), April, 2008.

Leadershift: Reigniting HR, Keynote Presentation, Human Resources Institute of Alberta (Calgary, AB), April, 2008.

Linking measures to scorecards, Keynote Presentation, Calgary Health Region (Calgary, AB), April, 2008.

- CIO 2020, Keynote Presentation, CIO Association of Canada (Toronto, ON), April, 2008.
- Predictive models, Keynote Presentation, The Conference Board (New York, NY), April, 2008.
- Accelerating collaboration, Keynote Presentation, City of Hamilton Finance Department Conference (Hamilton, ON), April, 2008.
- Firefighting with collaboration, Keynote Presentation, Fire Education Conference of Ontario (North Bay, ON), March, 2008.
- Human capital metrics that matter, Keynote Presentation, Knowledge Advisors Users Conference (San Diego, CA), March, 2008.
- KM in government, Keynote Presentation, Government 2.0 nGenera Summit (Washington, DC), March, 2008.
- Leadership for mortgage brokers, Keynote Presentation, Mortgage Brokers Association of British Columbia Conference (Vancouver, BC), February, 2008.
- Innovations accelerated through collaboration, Keynote Presentation, Genum Corporation Conference (Mississauga, ON), February, 2008.
- Information age is crashing the system, Keynote Presentation, Ontario Hospitals Association Employee Development Conference (Toronto, ON), January, 2008.
- Meeting planning innovation, Keynote Presentation, RBC Meeting Planners Best Practices Summit (Toronto, ON), January, 2008.
- Medical science meets accelerated intellectual capital development, Keynote Presentation, Angiotech Pharmaceuticals Sales Conference (Cancun, Mexico), January, 2008.
- Leadership for financial services managers, Keynote Presentation, B2B Trust Conference (Toronto, ON), December, 2007.
- Human capital management for healthcare, Keynote Presentation, Ontario Hospital Association HR Conference (Toronto, ON), December, 2007.
- Causal models for intellectual capital indices, Seminar Presentation, Lehman Brothers Talent Management (New York, New York), November, 2007.
- From steel to knowledge, Keynote Presentation, Hamilton Training Advisory Board (Hamilton, ON), November, 2007.
- Harvesting training and development, Seminar Presentation, Knowledge Advisors Meeting (Chicago, IL), November, 2007.
- Human capital best practices, Keynote Presentation, Credit Union Professionals Association (Toronto, ON), November, 2007.
- Intellectual capital strategizing, Keynote Presentation, Edmonton Police Association (Edmonton, AB), October, 2007.
- Knowledge sharing and accumulation, Keynote Presentation, National Bank Correspondent Network Administrator's Conference (Toronto, ON), October, 2007.
- Global knowledge coordination, Keynote Presentation, Nemark Employee Conference (Monterrey, Mexico), October, 2007.

National knowledge capital development, Keynote Presentation, Global Knowledge Based Development Forum (Monterrey, Mexico), October, 2007.

Predicting human capital, Seminar Presentation, Human Capital Source Summit (Chicago, IL), October, 2007.

Ideation for profits, Keynote Presentation, Entrepreneurs Ontario (Toronto, ON), September, 2007.

Fire in the brain, Keynote Presentation, Canadian Association of Fire Chiefs (Niagara Falls, ON), September, 2007.

Thinking and knowing, Keynote Presentation, Trillium Health Centre (Mississauga, ON), September, 2007.

After the knowledge generation, Keynote Presentation, Sysco (Toronto, ON), September, 2007.

Health and intellectual capital, Keynote Presentation, Ontario Hospital Association (Huntsville, ON), September, 2007.

Accelerated invention, Keynote Presentation, Tundra Semiconductors (Ottawa, ON), June, 2007.

Knowledge-based purchasing, Keynote Presentation, Purchasing Managers Association of Canada (Niagara Falls, ON), June, 2007.

Intellectual capital asset-backed securities, Keynote Presentation, MCAP (Montebello, QC), June, 2007.

Insuring your brain, Keynote Presentation, Great West Life Realty Advisors (Huntsville, ON), June, 2007.

Investing in human capital, Keynote Presentation, Independent Financial Brokers of Canada (Toronto, ON), May, 2007.

IC what you see, Keynote Presentation, CIPS – Canadian Information Processing Society (Halifax, NS), May, 2007.

Knowledge embedded health foods, Keynote Presentation, Sysco (Toronto, ON), May, 2007.

IdeaLabs, Keynote Presentation, Canadian Society for Medical Laboratory Science (Hamilton, ON), May, 2007.

Future of accounting education, Seminar Leader, Certified General Accountants (Toronto, ON), May, 2007.

Urban planning through intellectual capital generation, Keynote Presentation, Arizona Association for Economic Development (Lake Havasu, AZ), May, 2007.

Volunteerism in the knowledge era, Keynote Presentation, United Way of Hamilton (Hamilton, ON), May, 2007.

Knowledge in action, Keynote Presentation, Ventura Foods (Destin, FL), April, 2007.

KM in property management, Keynote Presentation, Archibus (San Marco Island, FL), April, 2007.

Ideation and entrepreneurship, Keynote Presentation, NewportGroup (Burlington, ON), April, 2007.

Collaboration for customer service, Keynote Presentation, Delta Hotels (Saint John, NB), April, 2007.

Administrative knowledge management, Keynote Presentation, Queens University (Kingston, ON), April, 2007.

Life-long learning, Keynote Presentation, St. Lawrence College (Kingston, ON), April, 2007.

Engineering knowledge, Keynote Presentation, MacDonald, Dettwiler and Associates (Richmond, BC), March, 2007.

Knowledge energy, Keynote Presentation, MEARIE Enercom (Toronto, ON), March, 2007.

Productivity for agents, Keynote Presentation, Ontario Real Estate Association (Toronto, ON), March, 2007.

Knowledge management for entrepreneurs, Keynote Presentation, Fresno Chamber of Commerce (Fresno, CA), February, 2007.

Fast decisions lead to increased sales, Keynote Presentation, Sentry Select CA Bancorp (Paradise Island, Bahamas), February 2007.

Intellectual capital ROI: Measurement and benchmarking, Executive Seminar, HRPAAO (Toronto, ON), January 2007.

Think ahead, Keynote, CMA Ontario Winter Member's Conference (Toronto, ON), December, 2006.

Engineers and expertise continuity, Keynote, Hatch (Port Credit, ON), December, 2006.

Air craft carrier maintenance causal model, Executive Seminar (Washington, DC), October, 2006.

Sustainable competitiveness through collaboration, Keynote, Alberta Business Network (Red Deer, AB), October, 2006.

Employee survey modelling, Executive Seminar, Enmax Corporation (Calgary, AB), October, 2006.

Futurizing design, Keynote, Mitsubishi Motors Canada (Mont Tremblant, Quebec), October, 2006.

Service evaluation with causal models, Keynote, Service Innovation Consortium (Scottsdale, AZ), October 2006.

Learning with technology, Keynote, eLearning Guild (San Francisco, CA), October, 2006.

Human capital benchmarking, Keynote, Credit Union Central Conference (Ottawa, ON), October, 2006.

Start-up fast and smart, Profit 50 Conference – Rogers (Niagara-on-the-Lake, ON), September, 2006.

Consulting with causal models, Executive Seminar (Boca Raton, FL), September, 2006.

Selling smartly, Keynote, Cascades (Toronto, ON), September, 2006.

Collaboration and execution, Keynote, Building Owners and Managers Association (Halifax, NS), September, 2006.

Knowledge speed, Keynote, Sysco (Toronto, ON), September, 2006.

Citizen relationship management , Keynote, Region of Peel (Brampton, ON), September, 2006.

Financial management and intellectual capital development, Keynote, Ontario Hospital Association (Toronto, ON), September, 2006.

Effective sports administration, Keynote, Maple Leaf Sports and Entertainment (Toronto, ON), September, 2006.

Brains and land: assets to be managed, Keynote, Grubb & Ellis (Chicago, IL), June, 2006.

KM for fast-growing companies, Seminar, Profit 100 Conference – Rogers (Toronto, ON), June, 2006.

Knowledge for emergencies, Keynote, Canadian Fire Alarm Association (Toronto, ON), June, 2006.

Causal models for HR executives, Keynote, Conference Board of Canada (Niagara-on-the-Lake, ON), June, 2006.

IC development in the insurance sector, Keynote, Life Insurance Institute of Canada (Toronto, ON), June, 2006.

Information for the Nation, Keynote, Association for Public Sector Information Professionals (Ottawa, ON), May, 2006.

Take charge, Keynote, Ontario Association of Non-Profit Homes and Services for Seniors (Toronto, ON), May, 2006.

KM in the global economy, Keynote, APQC – American Productivity and Quality Center 11th KM Conference (Las Vegas, NV), May, 2006.

Intellectual capital at the storefront, Keynote, A&P Drug Mart Conference (Toronto, ON), April, 2006.

Customized causal maps: 2 cases, Keynote, CUMIS '06 CEO Summit (Kona, Hawaii), March, 2006.

Thinking smarter, Keynote, Grubb & Ellis Investment conference (San Diego, CA), February, 2006.

Information bombardment survival, Keynote, Ontario Road Builders Association Conference (Toronto, ON), February, 2006.

IC causal models for HR executives, Executive Seminar, HRPAA (Toronto, ON), February, 2006.

KM in long-term health care, Keynote, ICFF Health Care Owners Symposium (Alton, ON), February 2006.

Knowledge era productivity, Keynote, Canadian Council of Grocery Distributors Western Conference (Calgary, AB), January, 2006.

Supervisory secrets for working smarter, Keynote, Government of Alberta Supervisors Conference (Edmonton, Calgary, AB), January 2006.

KM for meeting planners, Keynote, MPI Toronto Chapter (Toronto, ON), January, 2006.

Leadershift! Six steps to lifting your team to brand new heights, Keynote, CIBC Retail Distribution Conference (Toronto, ON), November, 2005.

General knowledge accounting, Keynote, CGA Conference (Toronto, ON), November, 2005.

KM software and services, Keynote, CoreNet (Las Vegas, NV), October, 2005.

Ontario's competitiveness in the knowledge era, Keynote, Ontario Economic Leadership Forum (Niagara-on-the-lake, ON), October, 2005.

Accounting for knowledge, Keynote, BDO Dunwoody (Toronto, ON), September, 2005.

Speed-reading and information bombardment, Keynote, Walker Industries (Huntsville, ON), September, 2005.

Information management in government – part 2, Keynote, Treasury Board Secretariat IM Day Conference (Ottawa, ON), September, 2005.

Strategy Maps, Seminar Leader, Teekay Shipping (Whistler, BC), September, 2005.

KM for Executives, Keynote, University of Alberta Executive Education (Edmonton, AB), September, 2005.

Metric development for readiness, Seminar Leader, U.S. Navy (Washington, DC), July, 2005.

Intelligent Marketing in Real Estate, Keynote, Century 21 (Quebec City, QC), May, 2005.

IC cars, Keynote, Automotive Industry Association (Ottawa, ON), May, 2005.

KM causal impact, Keynote, APQC – American Productivity and Quality Center 10th Annual KM Conference (St. Louis, MO), May, 2005.

VoIP, Keynote, Telus Sales Conference (Edmonton, Calgary, Vancouver, Ottawa, Toronto), April, 2005.

Health care knowledge management, Keynote, Ontario Long-term Care Association (Toronto, ON), April, 2005.

Intellectual capital development in the grocery industry, Keynote, Grocery Innovations West (Vancouver, BC), March, 2005.

KM for Credit Unions, Keynote, CUMIS '05 CEO Summit (San Diego, CA), February, 2005.

KM for Hotels, Keynote, Coast Hotels Conference (Calgary, AB), February, 2005.

Knowledge turbulence in LDCs, Keynote, EDIST 2005 (Markham, ON), January 2005.

Accelerating internal communications, Keynote, House of Commons – Parliament of Canada (Ottawa, ON), January, 2005.

Intellectual capital development at Uniglobe Travel, Keynote, Uniglobe Chairman's Circle (Sonoma, CA), December, 2004

Investing in knowledge: Mutual funds for the corporate brain, Keynote, PEAK Financial Group Conference (La Malbaie, QC), November, 2004.

KM for grocery distributors, Keynote, Canadian Council for Grocery Distributors (Toronto, ON), November, 2004.

KM for executives, Keynote, Hamilton Club Speaker Series (Hamilton, ON), November, 2004.

Intellectual capital causal models and the KM research agenda, Keynote, ICIKM 2004 (Toronto, ON), October, 2004.

Intellectual capital measures and models, Seminar Leader, Taiwanese Intellectual Capital Research Centre Conference (Taipei, Taiwan), October, 2004.

Information management in government, Keynote, Treasury Board Secretariat IM Day Conference (Ottawa, ON), September, 2004.

Riding the information wave, Keynote, Manulife Insurance Sales Conference (Halifax, NS), September, 2004.

National Intellectual Capital Development, Opening Keynote, IC Congress (Helsinki, Finland), September, 2004.

ROI using Causal Models, Keynote, Conference Board Compensation Conference (Victoria, BC), June, 2004.

KM and Urban Information Systems, Keynote, URISA - Urban and Regional Information Systems Association (Toronto, ON), May, 2004.

Intellectual Capitalism and Knowledge Management for Information Professionals, Keynote, CIPS – Canadian Information Processing Society (Hamilton, ON), May, 2004.

Human Capital and Causal Maps, Keynote, Young Presidents Organization – BC Chapter (Vancouver, BC), April, 2004.

KM in Police Services, Keynote, RCMP Senior Managers Conference (Ottawa, ON), February, 2004.

Intellectual Capital Management in the Mutual Fund Industry, Seminar Leader, AIC Limited Meeting (Burlington, ON), February, 2004.

KM in the Restaurant Industry, Keynote, Cactus Club Café Restaurant Managers Conference (Vancouver, BC), January, 2004.

KM for Computer Education, Keynote, Canadian Community of Computer Educators (Toronto, ON), December, 2003.

Knowledge Era Reality, Keynote, IT Service Management Professionals Annual Conference (Montréal, Quebec), November, 2003.

KM for Municipal Government, Seminar Leader, China Project at Schulich School of Business (Toronto, ON), November, 2003.

KM Causal Mapping: Antecedents and Consequents of Knowledge Sharing, Featured Speaker, Innovative Enterprise World Summit (Boston, MA), October, 2003.

- Intellectual capitalism for the CEO, Keynote, Young Presidents Organization – Canadian Conference (Montréal, Quebec), September, 2003.
- Intellectual capital accounting and finances, Speaker, Investment Funds Institute of Canada (Toronto, ON), September, 2003.
- Intellectual capital and knowledge management measures and models, PhD Seminar Leader, University of Lecce (Lecce, Italy), September, 2003.
- KM in the Military, Seminar Leader, National Defence of Canada (Ottawa, ON), January, 2003.
- Do you know how to survive in the knowledge era?, Keynote, National Convenience Store Distributors Association Convention (Palm Springs, California), November, 2002.
- From records management to knowledge management, Keynote, American Records Management Association (New Orleans, LA), October, 2002.
- KM in Law Firms, Keynote, Toronto Law Office Management Association (Alliston, ON), September, 2002.
- NICI benchmarking for Arab Countries, Keynote, European IC Summit (Portoroz, Slovenia), June, 2002.
- All Aboard! Take a knowledge journey, Keynote, Young Presidents Organization – Ontario Chapter (Niagara Falls-on-the-Lake, ON), May, 2002
- NICI and ICD, Keynote, United Nations Intellectual Capital Development Arab Regional Summit II (Tunis, Tunisia), April, 2002.
- KM 101, Seminar Leader, Queens University Industrial Research Centre HR Conference (Kingston, ON), June, 2002.
- KM 101, Seminar Leader, University of Toronto Health Management Program (Toronto, ON), May, 2002.
- Intellectual Capital Development in the Arab Region, Keynote, United Nations Intellectual Capital Development Arab Regional Summit (Amman, Jordan), January, 2002.
- KM and Enterprise Content Management, Keynote, OpenText KM LiveLinkUp 2001 (Las Vegas, NV), November, 2001.
- Human Capital Study, Keynote, Spherion Executive Summit (Palm Beach, FL), April, 2001.
- KM and R&D, Keynote, Sandia National Laboratories Summit (Albuquerque, New Mexico), April, 2001.
- KM Education for Management Students, Keynote, Tec de Monterrey (Monterrey, Mexico), March, 2001
- Oil and knowledge, Keynote, PDVSA KM Summit (Caracas, Venezuela), October, 2000.
- Intra-Knexa.com, Keynote, LinkS Europe Conference (Copenhagen, Denmark), June, 2000.
- KM Evidence, Keynote, Delphi Australia (Sydney, Australia), May, 2000.
- Human Capital Management, Seminar Leader, Saratoga Institute Argentina (Buenos Aires, Argentina), April, 2000.

IC System Metrics, Keynote, ICS Seminar (London, UK), March, 2000.

Knowledge Era Implications for Municipal Government, Keynote, Luckey Workshops (Auckland, New Zealand), December, 1999.

Competing in the Knowledge Era, Keynote, Jamaican Institute of Management (Ocho Rios, Jamaica), May, 1999.

Framing Knowledge Management, Keynote, Knowledge Management Congress (Johannesburg, South Africa), March, 1999.

Academic Peer Reviewed Scholarly Presentations (21)

Teaching strategic knowledge management to MBAs, ICICKM 2004 International Conference on Intellectual Capital, Knowledge Management and Organisational Learning, with Alexander Serenko (Toronto, ON), October 2004.

Web-Based Metrics and Internet Stock Prices, 1st World Congress on E-Commerce (Hamilton, ON), January, 2000.

Software Pricing Structures in Electronic Commerce, 1st World Congress on E-Commerce (Hamilton, ON), January, 2000.

Teaching Intellectual Capital Lessons: An evaluation of the TANGO Simulation, Academy of Management (Chicago, IL), August, 1999.

Managing an Organizational Learning System, Academy of Management (Chicago, IL), August, 1999.

Managing an organizational learning system, 3rd International Conference on Organizational Learning (Lancaster, UK), June, 1999.

Strategic management of organizational learning, Academy of Management (San Diego, CA), August, 1998.

Academic job hunting in Canada and the US: Advice for management PhD candidates, ASAC Doctoral Consortium (Saskatoon, Saskatchewan), June, 1998

The Strategic Management of Organizational Learning, Academy OL Conference (George Washington University, Washington DC), March, 1998.

From the Human Mind Towards Intellectual Capital, 2nd World Congress on Intellectual Capital (McMaster University, Hamilton, ON), January, 1998.

BPS Doctoral Consortium, Academy of Management (Boston, MA), August, 1997.

PhD Consortium, Administrative Sciences Association of Canada (St. John's, NF), June, 1997.

Business Policy Division, Administrative Sciences Association of Canada (St. John's, NF), June, 1997. Session Discussant.

Hyperion Aurora, Administrative Sciences Association of Canada (St. John's, NF), June, 1997.

Rehabilitation Research Centre, Administrative Sciences Association of Canada (St. John's, NF), June, 1997.

Intellectual Capital: An Exploratory Study That Develops Measures and Models, Administrative Sciences Association of Canada (Montréal, Quebec), June, 1996.

PhD Consortium, Administrative Sciences Association of Canada (Montréal, Quebec), June, 1996.

Intellectual Capital Modeling, 1st World Congress on Intellectual Capital (McMaster University, Hamilton, ON), February, 1996.

Organizational Learning and Leadership: A Review of Two Literatures, Administrative Sciences Association of Canada (Windsor, ON), June, 1995.

International Entrepreneurship: A Field Yearning for Recognition, Administrative Sciences Association of Canada (Windsor, ON), June, 1995.

PhD Doctoral Consortium, Administrative Sciences Association of Canada (Windsor, ON), June, 1995.

Administrative Activities

Department

1PA0 Orientation to U/G Business – <i>Course Coordinator</i>	2008 – <i>present</i>
4PA3 Business Policy and Strategy – <i>Course Coordinator</i>	2001 – <i>present</i>
Marketing/Business Policy Area Table of Contents Project – project leader	1999 – 2001

Faculty

Burlington Campus Learning Experience Committee – <i>Faculty Rep.</i>	2009
DeGroot MBA Games Advisory Board – <i>Faculty Rep.</i>	2007
DeGroot Valedictorian Selection Committee – <i>Faculty member</i>	2005 – <i>present</i>
DeGroot Faculty Council – <i>U/G Director Representative</i>	2004 – <i>present</i>
DeGroot U/G Admissions Policy and Reviewing Committee – <i>Chair</i>	2004 – <i>present</i>
DeGroot U/G Curriculum Committee – <i>Chair</i>	2004 – <i>present</i>
DeGroot Faculty Research Committee – <i>member</i>	2004 – 2007
DeGroot Strategic Planning Task Force – <i>U/G Team Leader</i>	2004 – 2007
DeGroot Faculty Council – <i>Faculty Representative</i>	2002 – 2004
DeGroot Learning Technologies Committee – <i>Faculty Representative</i>	2002 – 2004
MINT Research Centre Operating Committee – <i>member</i>	2001 – 2004
DeGroot Dean's Committee on Computing – <i>member</i>	2001 – 2003
DeGroot Business School Computing Advisory Committee – <i>member</i>	1998 – 2002
DeGroot School of Business Commerce HR Society – <i>faculty advisor</i>	1998 – 2001
DeGroot School of Business MBA HR Society – <i>faculty advisor</i>	1998 – 2001

University

McMaster EMT Recruitment & Admissions Committee – <i>Faculty Rep.</i>	2010 – <i>present</i>
McMaster Innovation Park Research Advisory Committee – <i>Faculty Rep.</i>	2008 – <i>present</i>
President's Teaching Awards Selection Committee – <i>Faculty Rep.</i>	2008 – <i>present</i>
Associate Dean's Group Medical Note Committee – <i>Faculty Rep.</i>	2008, 2010
McMaster Commercialization Task Force – <i>Faculty Representative</i>	2007 – 2010

McMaster Board Senate Hearing for Sexual Harassment – <i>Faculty Rep.</i>	2007 – 2010
Canadian Intellectual Property Office Outreach – <i>Faculty Representative</i>	2007 – 2008
McMaster VP Student Affairs Appointment Committee – <i>Faculty Rep.</i>	2007
McMaster VP Research Appointment Committee – <i>Faculty Rep.</i>	2007
McMaster Burlington Campus Committee – <i>member</i>	2005 – 2008
McMaster Associate Deans Group – <i>member</i>	2004 – <i>present</i>
McMaster Enrolment Management Team – <i>member</i>	2004 – <i>present</i>
McMaster Curriculum & Admissions Committee – <i>member</i>	2004 – <i>present</i>
McMaster Certificates & Diploma Committee – <i>member</i>	2004 – <i>present</i>
McMaster Undergraduate Council – <i>executive committee</i>	2004 – <i>present</i>
Provost's Committee on Maclean's Rankings – <i>Faculty Representative</i>	2003 – 2004
President's Committee on Athletics & Recreation – <i>Faculty Representative</i>	2002 – 2004
McMaster Undergraduate Prizes and Scholarship Committee – <i>member</i>	1999 – 2002
McMaster Engineering and Management Operating Committee – <i>member</i>	1999 – 2001

Published Interviews (182)

- Radoslav, Michael. (2011). BlackBerry withdrawal? Try the phone, *Hamilton Spectator*, October 14.
- Terry, Matt. (2011). BlackBerry bust? Five questions for Nick Bontis, *McMaster Daily News*, October 12.
- Lu, Vanessa. (2011). Anti-business protestors make an exception for Steve Jobs, *Toronto Star*, October 8.
- Berkow, Jameson. (2011). Apple goes soft with phone flop, *Montreal Gazette*, October 5.
- Marr, Lisa Grace. (2011). Hamilton's pride of Lions, *Hamilton Spectator*, September 13.
- Hayes, Molly. (2011). Companies compete for lion's share of winnings, *Hamilton Spectator*, September 12.
- Westrope, Pat. (2011). Our communities, our future, *Northumberland Today*, September 8.
- Arnold, Steve. (2011). Burlington firm lands \$100M in IPO, *Hamilton Spectator*, September 3.
- Stanleigh, Sean. (2011). Waterfront and transit critical to Hamilton's future, *Globe & Mail*, August 30.
- Howitt, Chuck. (2011). RIM cutting 2,000 jobs, *The Record - Waterloo*, July 26.
- Sorensen, Chris and Kirby, Jason. (2011). Can RIM recover, *Maclean's Magazine*, July 6.
- Pearson, Mike. (2011). Runners get set for annual Old Mill Race, *Ancaster News*, May 18.
- Flavelle, Dana. (2011). Does Skype deal put free calls on the line?, *Toronto Star*, May 11.
- Thompson, Scott. (2011). Student voters are mobilizing themselves, *Hamilton Spectator*, May 5.
- Werner, Kevin. (2011). Summit says within Hamilton's core, *Hamilton Mountain News*, May 4.

- Howitt, Chuck. (2011). PlayBook looks strong as a business tool, analyst says, *The Record - Waterloo*, April 19.
- Marotte, Bertrand. (2011). Quebec certifies firms for work-life balance, *Globe & Mail*, April 13.
- Tavares, Paul. (2011). It is time to kill the penny but round the bill, not individual prices, *Hamilton Spectator*, April 7.
- Hellingham, Tricia. (2011). Of gurus ... and veggies that make you sigh, *Hamilton Spectator*, March 11.
- Mahoney, Jeff. (2011). A champion of a Super Bowl party, *Hamilton Spectator*, February 8.
- Oliveira, Michael. (2011). For some, one phone isn't enough, must have an iPhone and BlackBerry, *Canadian Press*, January 27.
- Pecoskie, Teri. (2010). Gas prices: grin and fill it, *Hamilton Spectator*, November 17.
- Arnold, Steve. (2010). Steelworkers voice dissent online, *Hamilton Spectator*, November 10.
- McLaren, Diana. (2010). Phantom-phone phenomenon, and other business research, *Globe & Mail*, November 1.
- Stewart, Thomas A. (2010). Why you should put employees ahead of customers, *bNet.com*, October 26.
- Lopez-Pacheco, Alexandra. (2010). Reward goes to best firms, *National Post*, October 4.
- Grant, Simon. (2010). Can Hamilton compete globally?, *The Silhouette*, September 30, C7.
- Oliveira, Michael. (2010). RIM not worried that Torch underwhelmed techies, *Canadian Press*, September, 29.
- Allen, Richard. (2010). Hamilton Economic Summit: Priority setting is just the start, *Panorama*, Aug/Sep, 8.
- Reilly, Emma. (2010). Horrible news for Hamilton, *Hamilton Spectator*, August 24, A3.
- Wong, Danielle. (2010). Hamilton readies for World Cup fever, *Hamilton Spectator*, June 11.
- Jermyn, Diane. (2010). Business prof knows how to engage Gen Y, *Globe and Mail*, June 10.
- Birchall-Spencer, Meredith. (2010). HR's crucial role in organizational collaboration, *HR Professional Magazine*, May/June, 51-54.
- Coleman, Joey. (2010). Ticat fans back Young in battle over stadium, *Hamilton Spectator*, May 20.
- Kernaghan, John. (2010). July 1 deadline to resolve stadium stalemate, *Hamilton Spectator*, May 18.
- Macleod, Meredith. (2010). Summit panels take on PanAm, transit and downtown, *Hamilton Spectator*, May 18.
- Macleod, Meredith. (2010). It's going to be faced-paced, *Hamilton Spectator*, May 15.
- Kim, Haegwan. (2010). Case 27: Nick Bontis, *Law of Success 2.0*, May 14, <http://lawofsuccess2.blogspot.com>.

- Edwards, Drew. (2010). Gore Park tiger just a Ticat trick, *Hamilton Spectator*, April 10.
- Macleod, Meredith. (2010). City has potential but needs a plan: Urban expert, *Hamilton Spectator*, April 9.
- Birmingham, John. (2010). Politicians to bask in Games' \$400m profit, equality boost, *The Province*, March 1.
- Granat, Simon. (2010). 31st Annual World Congress rocks McMaster, *The Silhouette*, February 4, C1.
- Boxer, Aviva. (2010). MacIsaac, Pether named as chairs of Hamilton Economic Summit, *Hamilton Spectator*, January 29.
- Millar, Erin and Coli, Ben. (2010). Getting the most out of your professor, *Macleans.ca On Campus*, January 26.
- Walters, Joan. (2010). Buying time, *Hamilton Spectator*, January 16, B1.
- Thompson, Scott. (2009). Two questions Tiger should be asking, *Hamilton Spectator*, December, 8, A11.
- Heenan, Jeff. (2009). Turn on, tune in, log out, *The Journal: Queen's University*, October 27.
- Lawson, B. (2009). Celling ourselves short, *The Hamilton Spectator*, October 17.
- Faber, P. (2009). Mac profs receive OCUFA teaching awards, *The Silhouette*, October 8.
- Besseyre Deshorts, C.H. (2009). Le capital humain, une ressource stratégique, *La Tribune.fr*, September 25.G1
- Grant, Tavia. (2009). I quit with style, *Globe and Mail*, May, 22.
- Mersereau, Michel. (2009). Knowledge Economics: Your thoughts are worth a lot more than a penny, *Hart Beat - University of Toronto*, Spring, 11-12.
- McLaren, Diana. (2009). The new networking, *Globe and Mail*, March, 19.
- Lawson, Brent. (2009). When numbers lose their meaning, *Hamilton Spectator*, February 27, A1.
- Brown, Mike. (2009). KnowledgeAdvisors announces release of the Predictive Learning Impact Model, *Consumer Electronics Net*, February 16.
- Engel, Amoryn. (2009). Good people make good business, *National Post*, February 14.
- Dreschel, Andrew. (2009). City hall has bad meeting manners, *Hamilton Spectator*, February 9, A11.
- Christmas, Jane. (2009). Eyles, Bontis receive Canada's highest teaching award, *Exchange Magazine*, February 6.
- Fragomeni, Carmela. (2009). Profs get top marks from 3M Teaching awards, *Hamilton Spectator*, February 6.
- Burman, John. (2009). 2 Mac professors honoured for teaching, *Hamilton Spectator*, February 5.
- Gillis, Charlie. (2009). The Barack-Berry dilemma, *Macleans.ca*, January 12.

- LaSalle, LuAnne. (2008). Ted Rogers was early fan of cellphones, *Canadian Press*, December 8.
- Whitelaw, Leslie. (2008). Small knowledge-based businesses who can best manage their intellectual capital will be the bright spot in ongoing economic turmoil, *CNW Group*, October, 24.
- Nguyen, Linda (2008). Ouch! Is gas price spike really Ike?, *National Post*, September 12.
- Lawson, Brent. (2008). 'Technolust' fuels desire to own new iPhone, *Hamilton Spectator*, July 11, A18.
- LaSalle, LuAnn. (2008). Rogers lowers cost of data plan for iPhone on eve of Canadian launch, *Canadian Press*, July 9.
- Shaw, Hollie. (2008). Queen's students drive to victory, *National Post*, March 28.
- Poulton, Terry. (2008). Queen's students win as Canada's Next Top Ad Exec, *Media in Canada*, March 26.
- Prokopeak, Mike. (2008). Leveraging intellectual capital for organizational gain, *Chief Learning Officer*, 7, 3, 38-43.
- Engle, Cindy. (2008). Mac prof a finalist in best lecturer, *Hamilton Spectator*, February 6, 2008.
- Vermond, Kira. (2008). I quit. Now, do you want to know why? *Globe & Mail*, January 26.
- Thurlbeck, Gregg. (2008). TVO announces 38 nominees for Big Ideas' Best Lecturer Competition 3, *Canada NewsWire*, January 17.
- Quinn, Philip. (2008). Monitoring brain drain, *National Post*, January 9, FP1.
- Faulkner, Rob. (2007). The \$100m question; will exposure to subprime market hurt tax payers?, *Hamilton Spectator*, November 24, A04.
- Shiffman, Kim. (2007). The 7 best ways to build your business now, *Profit Magazine*, November, 22-28.
- Rinehard, Dianne. (2007). When brains replaces brawn, *Globe and Mail*, October 1, B12.
- McDiarmid, Jessica. (2007). Top score extremely rare, *Hamilton Spectator*, May 31, A15.
- Dunphy, Bill. (2007). A cool generation of volunteers, *Hamilton Spectator*, April 30, A9.
- Sorensen, Chris. (2007). RIM blames outage on non-critical upgrade, *Toronto Star*, April 21, D1.
- McLean, Catherine. (2007). RIM gets message from e-mail outage, *Globe and Mail*, April 19, B1.
- Borcea, Dana. (2007). BlackBerry addicts cut off by failure, *Hamilton Spectator*, April 19, A10.
- Greenwood, John. (2007). BlackBerry users left frazzled, *National Post*, April 19, FP4.
- Mackay, Christine. (2007). Arizona at the tipping point – igniting the future, *Arizona Business Gazette*, April 5,
- Goldberg, Jessica. (2007). No number switch, *The Silhouette*, Friday March 23.

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- Tay, Liz. (2007). Txt 'fun' for a successful mobile service, *PC World Magazine Australia*, February 5.
- Robertson, Grant. (2007). Canadian firms boost ad budget for Super Bowl, *Globe and Mail*, February 2, B3.
- Goodman, Lee-Anne. (2007). Canadians out of luck with glitzy Bowl TV ads, *Canadian Press – Hamilton Spectator*, February 2, A18.
- Powell, Naomi and Marcel Vanderwier. (2007). Beckham: Sports MVB, *Hamilton Spectator*, January 12, A12.
- Burgmann, Tamsyn. (2007). Perfecting partnerships, *Hamilton Spectator*, January 10, A13.
- Strong, Gregory. (2006). Toronto FC holds tryouts, *Canadian Press – Globe and Mail*, December 19.
- Halushak, Maureen. (2006). The MTV generation gets plugged in, *Canadian Business Online*, November 20.
- Healey, Dierdre. (2006). Sports teams are boys' toys, *Hamilton Spectator*, October 7, A17.
- Schick, Shane. (2006). Software is no substitute for collected wisdom, *Globe and Mail*, April 6, B2.
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- Patrick, Daniel. (2004). Right context fosters right content, *Business Times Singapore*, March 16.
- McNeil, Mark. (2004). Mac adds corporate ethics to event roster, *Hamilton Spectator*, January 13.

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- Bowness, Sue. (2003). Set your course in 2003: Stay focused on the value of knowledge, *Information Highways*, 10, 2, 13.
- Wilson, Rowan. (2003). Retain the knowledge of an outgoing employee, *Strategic HR Review*, 2, 3.
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- Vu, Uyen. (2003). How online diaries change knowledge management, *Canadian HR Reporter*, October 20.
- Caines, Lisa. (2003). Solving recruiters' riddles, *McMaster Review*, 2, 9, 1.
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- Webb, Dave. (2003). You writin' to me?, *ITBusiness.ca*, November 28.
- McNeil, Mark. (2003). Business is hopeful for the E-type personality, *Hamilton Spectator*, January, 10.
- Pearson, George. (2003). HR's role in knowledge management, *Canadian HR Reporter*, March 10.
- Sumner, Jason. (2003). The many guises of KM, *KM Review*, 6, 3, 4.
- Sutton, Neil. (2003). Knowledge retires with aging workers, *Technology in Government*, 10, 4.
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- McNeil, Mark. (2002). Who failed the victims?, *Hamilton Spectator*, January 19.
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