About the Contributors

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Jennifer Adelstein has a PhD in Management and Organization Studies (UTS School of Management) and a 1st class Honours in History and Sociology (University of NSW). Jennifer is a researcher, lecturer, and consultant. She has won a number of academic prizes, publishes in international peer-reviewed journals and texts, and is an academic editor. She is also on the committee for the European Knowledge Management Conference and is an Associate with the Built Environment, Design and Management Centre at UTS. Key interests include: knowledge work and knowledge management; discourse analysis; communities of practice; corporate governance and business ethics; knowledge-power relations.

Suhaila Alhashemi is Assistant Professor at the University of Bahrain teaching various courses in: Public Relations, Human Relations, Organizational Behaviour, Business Communication, Administrative Management, Marketing, and Interpersonal skills. She obtained her BSc in Management in 1991 from the University of Bahrain and her Master’s in Management in 1997 with distinction, from the University of Bahrain. Since 1992, she has been conducting many workshops for various organisations in Bahrain in the following areas: emotional intelligence, time management for managers, secretarial skills, and communication skills. In 2007, she completed her PhD on Emotional Intelligence and Leadership, Napier University in Edinburgh, Scotland. Her areas interests of include: emotional intelligence, organizational behaviour, leadership, and knowledge management.

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Rawdha Al Mehairbi graduated with a degree in Business (specialization: Marketing) from the College of Business, Zayed University, Abu Dhabi, UAE. She was a Research Assistant to her professor who was doing a study on “Customer Service in the UAE.” Rawdha currently works in a government institution in the UAE in the discipline of Human Resource Management.

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Anthony Liew is a 20 year experienced practitioner in the Taiwan luxury automobile industry with background in marketing and quality/process management. He also has two MBA degrees, (one with New York University and the other with University of Chicago) and BBA degree with Simon Fraser University (Vancouver, Canada). Academic majors include Economics, MIS, Finance, and Marketing. He is currently doing his doctoral research in developing a comprehensive theory in value creation. The doctoral program is also in Business Administration with a Knowledge Management major. Anthony Liew is a Malaysian by birth and has been residing in Taiwan for the last 20 years.

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