

# NICK BONTIS

## Business Address

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## Educational Background

Ph.D. Business Administration (Strategic Management) 1994 – 1999

Richard Ivey School of Business, Western University – LONDON, ONTARIO, CANADA

- 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 – Human Resources Research Institute 2000
- Recognized as the number one selling thesis in 2002 by the National Library of Canada
- Completed the Ivey Case Writing and Case Teaching Workshops in 1995

Bachelor of Arts (Honours Business Administration) 1988 – 1992

Richard Ivey School of Business, Western University – LONDON, ONTARIO, CANADA

- 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

Chair, Strategic Management Area 2013 – *present*

DeGroote School of Business, McMaster University – HAMILTON, ONTARIO, CANADA

Associate Professor, Strategic Management 2003 – *present*

DeGroote School of Business, McMaster University – HAMILTON, ONTARIO, CANADA

- Strategic Management Area

Director, Undergraduate Programs 2004 – 2012

DeGroote School of Business, McMaster University – HAMILTON, ONTARIO, CANADA

Assistant Professor, Strategic Management 1998 – 2003

DeGroote School of Business, McMaster University – HAMILTON, ONTARIO, CANADA

- Strategic Management Area

## Professional Employment Experience

- Institute for Intellectual Capital Research Inc. 1994 – *present*  
 Director – ANCASTER, ONTARIO, CANADA
- manage operations of strategic management consulting firm
  - provide expertise and advisory services 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
  - strategy formulation and implementation, software development of Tribute solution
  - Canada patent application: #2,300,751, USA patent application: #09/979,326
- Ivey Business School, Western University 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 writing
  - 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 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 Campaign Representative</i>	1993
University of Western Ontario Symphonic Band – <i>euphonium player</i>	1988 – 1992

## Professional Activities

Canadian Soccer Association	2012 – <i>present</i>
<ul style="list-style-type: none"> <li>• Board of Directors – OTTAWA, CANADA</li> <li>• Chair, Strategic Planning Committee</li> <li>• Member, Audit and Finance Committee</li> <li>• Member, Performance Appraisal Committee</li> </ul>	
Centre for Surgical Invention and Innovation	2015 – 2016
<ul style="list-style-type: none"> <li>• Board of Directors – HAMILTON, CANADA</li> </ul>	
Hillfield Strathallan College	2010 – 2016
<ul style="list-style-type: none"> <li>• Board of Governors – HAMILTON, CANADA</li> <li>• Chair, Strategic Planning Committee</li> <li>• Member, Board Development Committee</li> <li>• Member, HSC Athletic Hall of Fame Committee</li> </ul>	
TO2015 Pan Am / Para Pan Games	2013 – 2015
<ul style="list-style-type: none"> <li>• Co-Chair, Soccer Sports Organizing Committee – HAMILTON, CANADA</li> </ul>	
Hamilton and District Multi-Jurisdictional Select Club League	2013 – 2015
<ul style="list-style-type: none"> <li>• League Executive – HAMILTON, CANADA</li> </ul>	

Hamilton Sparta Soccer Club	2012 – 2015
• Board of Directors – HAMILTON, CANADA	
Appia Energy Corp.	2012 – <i>present</i>
• Board of Directors – TORONTO, CANADA	
• Chair, Audit and Finance Committee	
• Member, Audit Committee; Compensation Committee	
RockHammer Inc.	2012 – <i>present</i>
• Board of Directors – HAMILTON, CANADA	
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	
Hamilton Soccer Hall of Fame	2011 – <i>present</i>
• Board of Governors – HAMILTON, CANADA	
Lion's Lair – Innovation Factory	2011 – <i>present</i>
• Lion (evaluation panellist), MC – HAMILTON, CANADA	
Harvest Portfolios Group	2009 – <i>present</i>
• Executive Board – OAKVILLE, CANADA	
Canada's 10 Most Admired Corporate Cultures	2007 – 2014
• 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

Journal of Knowledge Management – reviewer #076, 140, 180, 199, 466	2016
Journal of Intellectual Capital – reviewer #029, 105, 112, 117	2016
Journal of Knowledge Management – reviewer #15-0123, -0364	2015
Journal of Intellectual Capital – reviewer #15-0002, -0018, -0065	2015
Journal of Knowledge Management – reviewer #11-2013-0443	2013
Personnel Review – reviewer #PR-09-2013-0165	2013
Journal of Knowledge Management – reviewer #12-0098	2012
Journal of Intellectual Capital – reviewer #12-0085	2012
Managerial Finance – reviewer #MF 2011-0027	2011
African Journal of Business Management – reviewer #AJBM 11-2448	2011
Management Decision – reviewer #MD-09-2011-0313	2011
Journal of Intellectual Capital – reviewer #11-004, -0035, -046	2011
British Accounting Review – reviewer #110105	2011
Canada Research Chairs Program – College of Reviewers	2010
Journal of Intellectual Capital – reviewer #10-011, -023, -028, -032, -055	2010
Public Administration Review – reviewer #0908-G3	2010
Management Decision – reviewer #MD-01-2010-0001	2010
Arab Journal of Administrative Sciences – reviewer #020310	2010
International Journal of Management Reviews – reviewer #118	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 <sup>rd</sup> 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 <sup>th</sup> 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  
 academic relevance

**Teaching**  
 business policy / strategy  
 knowledge management  
 Intellectual capital

**Consulting**  
 human capital measurement  
 knowledge management  
 strategic 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
  
- BUS L611 – MBA Foundations – Module 1 2016 – *present*
  - Developed and taught foundations course entitled Analytical Toolbox
  
- MCM 721 – Strategic Management 2008 – 2009
  - Taught PR executives in the Master of Communications Management program
  
- BUS P719 – Independent Research 2007 – 2010
  - Supervised graduate students for research projects
  - 1 student (2007), 2 students (2008), 2 students (2010)
  
- COM 4SY3 – Independent Research 1999 – 2001, 2006 – 2009
  - 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 – 2013
  - Course proposal and design, administered student feedback, iClicker
  - 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"> <li>• The 3M National Teaching 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.</li> </ul> |             |
| 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"> <li>• The OCUFA awards committee selects up to 6 teaching award recipients representing the best among 15,000 faculty at 24 institutions across Ontario.</li> </ul>   |             |
| • Recipient MSU Teaching Award for Outstanding Business School Professor   | 2011 – 2012 |
| • Nominated MSU Teaching Award for Outstanding Business School Professor   | 2011 – 2012 |
| • Nominated MBA Basu Teaching Award for Outstanding Business School Professor  | 2011        |
| • 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 |
| • Recipient OUSA Top University Professor  | 2008        |
| • Nominated OUSA Top University Professor  | 2008        |
| • Nominated MBA Basu Teaching Award for Outstanding Business School Professor  | 2008        |
| • 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 |
| • Nominated MSU Teaching Award for Outstanding Health Sciences Professor (team taught HTH SCI 3AA3 – Introduction to Health Care Management)   | 2007 – 2008 |
| • Nominated McMaster President's Award for Excellence in Instruction   | 2006 – 2007 |
| • Recipient McMaster President's Award for Excellence in Instruction   | 2006 – 2007 |
| • Nominated MBA Basu Teaching Award for Outstanding Business School Professor  | 2007        |
| • Recipient MBA Basu Teaching Award for Outstanding Business School Professor  | 2007        |
| • 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**

- Analytical Toolbox – *MBA Foundations Module 1, Ron Joyce Centre* 2016
- developed and delivered MBA course
- 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 introductory-level 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)

- John Gilbert – *McMaster University, Hamilton, Ontario, Canada* 2009 – 2014
- Thesis: “Consumer identity theft prevention and identity fraud detection behaviours”
  - Thesis defended: April 14, 2014
- Steve Way – *McMaster University, Hamilton, Ontario, Canada* 2008 – 2013
- Thesis: “Information systems security”
  - Thesis defended: August 30, 2013
- Donna Finley – *University of Calgary, Calgary, Alberta, Canada* 2011 – 2012
- Thesis: “Using the Delphi method to enhance the transfer of organizational knowledge”
  - Thesis defended: January 17, 2012
- Lorne Booker – *McMaster University, Hamilton, Ontario, Canada* 2007 – 2011
- Thesis: “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
- 2004
- Marius Ungerer – *Rand Afrikaans University, Johannesburg, South Africa*
- 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

University of Alberta Faculty of Nursing Research Dev. Fund – <i>Intellectual Capital</i>	2016-19
▪ Amount: \$16,500 κ	
CA/DeGrootte Ctr. for the Promotion of Accounting Edu. & Res. – <i>Intangible Assets</i>	2012-15
▪ Amount: \$8,000 σ	
SSHRC Research Grant – <i>Relevance of KM/IC research</i>	2008-14
▪ 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 &amp; 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 &amp; 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	\$ 350,176
π = principle investigator	\$ 131,140
σ = sole investigator	\$ 98,349
<b>Total Research Funding</b>	<b>\$ 579,665</b>

## Research Publications

### Articles Published in Peer-Reviewed Academic Journals (98)

- Giampaoli, D., Ciambotti, M., and Bontis, N. "Knowledge management, problem solving and performance in top Italian firms, *Journal of Knowledge Management*, final acceptance, November 27, 2016.
- Charr, S., Seleim, A., Bontis, N. and Mostapha, N. "Emotional intelligence and career outcomes: Evidence from Lebanese banks", *Knowledge and Process Management*, final acceptance, November 24, 2016.
- Mead, B., Dahiyat, S., Bontis, N. and M. Al-dalahmeh. "Intellectual capital, knowledge management and social capital within the ICT sector in Jordan", *Journal of Intellectual Capital*, final acceptance, October 4, 2016.
- Serenko, A., and Bontis, N. "Understanding counterproductive knowledge behavior: Antecedents and consequences of intra-organizational knowledge hiding", *Journal of Knowledge Management*, final acceptance, July 11, 2016.
- Serenko, A. and Bontis, N. (2016). "Negotiate, reciprocate, or cooperate? The impact of exchange modes on inter-employee knowledge sharing", *Journal of Knowledge Management*, 20, 4, 687-712.
- Ngah, R., Tai, T. and Bontis, N. (2016). "Knowledge management capabilities, learning organization and organizational performance in Roads and Transport Authority of Dubai: The mediating role of Learning Organization", *Knowledge Process Management*, 23, 3, 184-193.
- Dženopoljac, V., Janošević, S. and Bontis, N. (2016). "Intellectual capital and financial performance in the Serbian ICT industry", *Journal of Intellectual Capital*, 17, 2, 373-396.
- Serenko, A., Bontis, N., and Hull, E. (2016). "An application of the knowledge management maturity model: The case of credit unions", *Knowledge Management Research & Practice*, 14, 3, 338-352.
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- Khalique, M., Bontis, N., Abdul Nassir bin Shaari, J. and Hassan Md. Isa, A. (2015). "Intellectual capital in small and medium enterprises in Pakistan", *Journal of Intellectual Capital*, 16, 1, 224-238.
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### Research Citation Impact Summary (23,845)

Summary from Harzing PoP Google Scholar on January 26, 2017

Papers: 326	Years: 21	Cites/Paper: 73.14	h-index: 59
Citations: 23845	Cites/Year: 953.8	Authors/Paper: 2.56	g-index: 153

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### Teaching Cases (10)

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### Research Notes (2)

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### Research Awards

Nominated DeGroot Faculty Research to Practice Excellence Award 2008 – 2009

Recipient DeGroot Faculty Research to Practice Excellence Award 2008 – 2009

- The Research to Practice Excellence Award is presented to a member of the DeGroot 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 DeGroot Faculty Research Excellence Award 2006 – 2007

Recipient DeGroot Faculty Research Excellence Award 2006 – 2007

- The Faculty Research Excellence Award is presented to a member of the DeGroot 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 (13)

Serenko, A., Bontis, N., and Palvia, P. (2015). "The World IT Project: Exploring antecedents and consequences of job satisfaction of IT professionals in Canada", *16<sup>th</sup> Annual Global Information Technology Management Association (GITMA) World Conference*, June 21-23, St. Louis, Missouri.

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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.

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- 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.  
\* 2<sup>nd</sup> 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.  
\* 1<sup>st</sup> Place Best Case Award in Organizational Behaviour – ASAC '96
- Bontis, N. (1996). "Canadian Airlines", *Business Policy*, London: Ivey Case & Publications.  
\* 1<sup>st</sup> 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 (388)**

- Information Bombardment, Keynote Presentation, Canadian Society of Association Executives – Trillium Chapter Winter Summit (Hamilton, ON), January, 2017
- Helping advisors manage information bombardment, Keynote Presentation, PPI Solutions Conference (Blue Mountain, ON), October, 2016.
- Information Bombardment, Keynote Presentation, BDO Regional Management Conference (London, ON), October, 2016.
- Big Data – Don't drown in it – Profit from it, Keynote Speaker, Canadian Society of Customs Brokers – CSCB National Conference (Niagara-on-the-Lake, ON), September, 2016.
- Disruptive technologies that will disrupt the auto collision industry, CarStar Industry Conference (Charlottetown, PEI), August, 2016.
- Knowledge absorption diagnostics, Seminar Presentation, Jonas Software (King City, ON), August, 2016.
- Think Ahead! Take a knowledge journey, Keynote Presentation, Jonas Software (King City, ON), August, 2016.
- Information Bombardment, Keynote Presentation, Human Resources Professionals Association – HRPA Grand Valley Chapter (Waterloo, ON), June, 2016.
- Information Bombardment, Keynote Presentation, Human Resources Professionals Association – HRPA York Region Chapter (Richmond Hill, ON), June, 2016.
- Client-centricity in the digital age, Keynote Presentation, 3M Leadership Summit (London, ON), June, 2016.
- Ensuring knowledge transfer among the talent generations, Keynote Presentation, Conference Board Council of HR Executives, Niagara-on-the-Lake, ON), June, 2016.
- Disruptive technologies that will impact insurance, Keynote Presentation, RBC Insurance – National Sales Conference, (Maui, HI), June, 2016.
- Information Bombardment, Keynote Presentation, Human Resources Professionals Association – HRPA Ottawa Chapter (Ottawa, ON), May, 2016.
- Information Bombardment, Keynote Presentation, Human Resources Professionals Association – HRPA London Chapter (London, ON), May, 2016.
- Working smarter, not harder, Keynote Presentation, Kodsi Forensic Engineering – Crash Conference, (Toronto, ON), May, 2016.
- Selling in the Nick of time, Keynote Presentation, Desjardins Financial Security National Conference (Toronto, ON), May, 2016.
- Strategizing in the knowledge era, Keynote Presentation, Canadian Association of Pharmacy Distribution Management – CAPDM (Orlando, FL), May, 2016.
- BIG DATA: Rising above the digital onslaught, Keynote Presentation, Food & Consumer Products of Canada – Supply Chain Symposium (Mississauga, ON), April, 2016.

- Information Bombardment, Keynote Presentation, Human Resources Professionals Association – HRPA Peel Chapter (Brampton, ON), February, 2016.
- Leadershifting collaboration in the Nick of time, Keynote Presentation, Bank of Montreal Conference of Stars (San Juan, Puerto Rico), January, 2016.
- Success starts with working smarter, not harder, Keynote Presentation, Association of Manufacturing Excellence (Cincinnati, OH), October, 2015.
- Open for Business, Keynote Presentation, City of Hamilton Public Works Department (Hamilton, ON), October, 2015.
- Information Bombardment, Keynote Presentation, Conference Board Council of Chief Information Officers (Toronto, ON), October, 2015.
- BIG DATA: Rising above the digital onslaught, Keynote Presentation, KPMG Partners' Conference (Toronto, ON), October, 2015.
- Information Bombardment, Keynote Presentation, Qualified Financial Services Symposium (Toronto, ON), September, 2015.
- Futurizing strategic management, Keynote Presentation, Nortec Humidity Annual Meeting (Montebello, PQ), September, 2015.
- Leadershifting towards operational excellence, Keynote Presentation, Ernst & Young Canadian Leaders Forum (Ottawa, ON), September, 2015.
- Leadershifting business relationships in the Nick of time, Keynote Presentation, CI Investments (Toronto, ON), September, 2015.
- Selling in the Nick of time, Keynote Presentation, Great West Life President's Circle (Halifax, NS), June, 2015.
- Selling in the Nick of time, Keynote Presentation, Food and Consumer Products of Canada National Symposium (Mississauga, ON), May, 2015.
- Strategizing in a new environment, Keynote Presentation, Hydro One (Markham, ON), April, 2015.
- Information Bombardment, Keynote Presentation, Benefits by Design (Vancouver, BC), April, 2015.
- Information Bombardment, Keynote Presentation, RBC Insurance Wealth Roadshow (Scottsdale, AZ), April, 2015.
- Leadershifting ourselves towards smarter productivity, Keynote Presentation, Insurance Institute of Canada (Toronto, ON), April, 2015.
- Information Bombardment, Keynote Presentation, Benefits by Design (Toronto, ON), April, 2015.
- Leadershifting ourselves towards smarter productivity, Keynote Presentation, Kraft Canada (Blue Mountain, ON), March, 2015.
- Information Bombardment, Keynote Presentation, CollabCon (Toronto, ON), March, 2015.

- Information Bombardment, Keynote Presentation, RBC Insurance Wealth Roadshow (Niagara-on-the-Lake, ON), February, 2015.
- Information Bombardment: Take back your time, Keynote Presentation, Western University Leaders Conference (London, ON), February, 2015.
- Information Bombardment, Keynote Presentation, IDC Worldwide Summit (Mississauga, ON), January, 2015.
- Information Bombardment, Keynote Presentation, Human Resources Professionals Association HRP (Toronto, ON), January, 2015.
- Leadershifting our performance, Keynote Presentation, Walker Industries (Niagara-on-the-Lake, ON), January, 2015.
- Leadershifting ourselves towards smarter connections and productivity, Keynote Presentation, Johnson & Johnson (Toronto, ON), December, 2014.
- Information Bombardment, Keynote Presentation, Daytona Group (Edmonton, AB), December, 2014.
- Information Bombardment, Keynote Presentation, HUB Financial (Cancun, Mexico), November, 2014.
- Leadershifting ourselves to smarter productivity, Keynote Presentation, Town of Oakville (Oakville, ON), November, 2014.
- Information Bombardment, Keynote Presentation, RBC Insurance Wealth Roadshow (Halifax, Scarborough, Ottawa, Kitchener, Mississauga, Hamilton, London), October-November, 2014.
- Knowledge Café: Leadershifting our performance, Seminar Leader, Parker Industries (Niagara-on-the-Lake, ON), October, 2014.
- Strategizing in football, Keynote Presentation, Oakville Soccer Club (Oakville, ON), September, 2014.
- Balance is key, Keynote Presentation, DeGroote MBA Transition Week (Burlington, ON), September, 2014.
- Knowledge worker productivity, Keynote Presentation, City of Brantford (Brantford, ON), September, 2014.
- Information bombardment, Keynote Presentation, Independent Financial Concepts Group (Toronto, ON), September, 2014.
- Leadershifting our determination, Keynote Presentation, CarStar Canada (Quebec City, Quebec), August, 2014.
- HR predictive analytics and ROI, Seminar Presentation, Human Resources Association of Nova Scotia – HRANS (Halifax, NS), June, 2014.
- Working smarter – not harder, Keynote Presentation, Human Resources Association of Nova Scotia – HRANS (Halifax, NS), June, 2014.
- Working smarter – not harder, Keynote Presentation, ARMA Canada (Ottawa, ON), June, 2014.

- Big data and predictive analytics, Keynote Presentation, SAS Canadian Financial Services Conference (Toronto, ON), June, 2014.
- Information bombardment, Keynote Presentation, Canadian Association of Independent Life Brokerage Agencies – CAILBA (Toronto, ON), June, 2014.
- Strategizing within a knowledge café, Seminar Leader, McMaster MD Program (Burlington, ON), June, 2014.
- Working smarter – not harder, Keynote Presentation, Hick’s Morley Client Conference (Waterloo, ON), June, 2014.
- Information bombardment, Keynote Presentation, 3M Canada Marketing Conference (London, ON), May, 2014.
- Working smarter – not harder, Keynote Presentation, Hick’s Morley Client Conference (London, ON), May, 2014.
- Working smarter – not harder, Keynote Presentation, Hick’s Morley Client Conference (Kingston, ON), May, 2014.
- Working smarter – not harder, Keynote Presentation, Hick’s Morley Client Conference (Ottawa, ON), May, 2014.
- Information bombardment, Keynote Presentation, CAO’s Niagara Region Summit (St. Catharines, ON), May, 2014.
- Selling on intellectual capital, Keynote Presentation, Century 21 Canada Chairman’s Circle (Los Angeles, CA), February, 2014.
- Analytics 3.0, Keynote Presentation, Canadian Marketing Association Analytics Conference (Toronto, ON), January, 2014.
- Think Ahead, Keynote Presentation, Carleton University Quality Showcase (Ottawa, ON), November, 2013.
- Information bombardment, Keynote Presentation, FundSERV (Toronto, ON), November, 2013.
- Building smartly, Keynote Presentation, Constellation Home Builder Systems (Scottsdale, AZ), November, 2013.
- KM for law offices, Keynote Presentation, The Law Office Management Association (Niagara Falls, ON), November, 2013.
- Knowledge strategies in the credit union industry, Keynote Presentation, Central 1 Credit Union (Vancouver, BC), October, 2013.
- Information bombardment, Keynote Presentation, CAUBO – Canadian Association of University Business Officers (Hamilton, ON), June, 2013.
- Leadershifting ourselves towards smarter productivity, Keynote Presentation, Takeda Pharmaceutical (Toronto, ON), June, 2013.
- Philanthropic collaboration, Keynote Presentation, United Way of Canada (Hamilton, ON), May, 2013.

- Knowledge transfer benchmarking, Keynote Presentation, Filene Research Institute (Toronto, ON), May, 2013.
- Leadershifting ourselves towards smarter productivity, Keynote Presentation, Delta Hotels (Ottawa, ON), April, 2013.
- Leadershifting ourselves towards invention, Keynote Presentation, Covenant Health (Edmonton, AB), April, 2013.
- Work smarter, not harder, Keynote Presentation, McAsphalt Industries Limited (Toronto, ON), March, 2013.
- Leadershifting towards agile productivity, Keynote Presentation, Alberta Public Service (Edmonton, AB), February, 2013.
- Selling in the “Nick” of time, Keynote Presentation, Reliance Comfort (Toronto, ON), February, 2013.
- Leadershift: Driving to higher levels of productivity, Keynote Presentation, Keyera (Banff, AB), December, 2012.
- Think Ahead!, Webinar, Invesco (Toronto, ON), November, 2012.
- Information Bombardment: Rising above the digital onslaught, Keynote Presentation, Utilismart (London, ON), November, 2012.
- Information Bombardment: Rising above the digital onslaught, Keynote Presentation, Waterloo Region District School Board (Waterloo, ON), November, 2012.
- IC what you see: Drivers of L&D on ROI, Keynote Presentation, Human Resources Professionals Association of Hamilton (Hamilton, ON), October, 2012.
- Information Bombardment: Rising above the digital onslaught, Keynote Presentation, Sysco (Toronto, ON), October, 2012.
- The ultimate performance accelerating activity for teams, Keynote Presentation, Trillium Foundation – Credit Valley Hospital (Mississauga, ON), September, 2012.
- Think Ahead! Take a knowledge journey, Keynote Presentation, RE/MAX of Western Canada (Kelowna, BC), September, 2012.
- Think Ahead! Take a knowledge journey, Keynote Presentation, Local Government Management Association of British Columbia – Thompson-Okanagan Chapter (Kelowna, BC), September, 2012.
- Information Bombardment: Rising above the digital onslaught, Keynote Presentation, Cogeco (Burlington, ON), September, 2012.
- Information Bombardment: Rising above the digital onslaught, Keynote Presentation, International Avaya Users Group (Boston, MA), May, 2012.
- Value through innovation, Keynote Presentation, Boeringer Ingelheim (Burlington, ON), May, 2012.
- Think Ahead! Take a knowledge journey, Keynote Presentation, Certified Management Accountants of Alberta (Edmonton, AB), May, 2012.



- Information Bombardment: Rising above the digital onslaught, Keynote Presentation, Oakville Chamber of Commerce (Oakville, ON), May, 2012.
- Health research under the microscope, Keynote Presentation, Hamilton Health Sciences (Hamilton, ON), May, 2012.
- Information Bombardment: Rising above the digital onslaught, Keynote Presentation, Catholic Principal's Council of Ontario (Toronto, ON), April, 2012.
- Leadershifting ourselves towards smarter productivity, Keynote Presentation, London Life – Wealth and Estate Planning Group (Ottawa, ON), April, 2012.
- Leadershifting ourselves towards smarter productivity, Keynote Presentation, London Life – Wealth and Estate Planning Group (Calgary, AB), April, 2012.
- Mayor's networking luncheon series, Keynote Presentation, City of Burlington – Burlington Economic Development Corporation (Burlington, ON), March, 2012.
- Transforming ourselves to work smarter, Keynote Presentation, Canadian Home Builders Association (Mt. Tremblant, PQ), March, 2012.
- Information Bombardment, Keynote Presentation, Canadian Council of Montessori Administrators (Toronto, ON), February, 2012.
- An evening with CIOs, Keynote Presentation, Research In Motion (Toronto, ON), February, 2012.
- Sharing and collaborating, Keynote Presentation, Ontario Camps Association (Richmond Hill, ON), January, 2012.
- Securitization of information, Keynote Presentation, Brinks Canada (St. Catharines, ON), January, 2012.
- Collaboration or Bombardment, Keynote Presentation, Department of Obstetrics and Gynecology – McMaster University (Hamilton, ON), January, 2012.
- Information Bombardment: Rising above the digital onslaught, Keynote Presentation, Environment Canada (Toronto, ON), January, 2012.
- Diagnosing key drivers of job impact and business results attributable to training at the Defense Acquisition University, Keynote Presentation, DAU (Washington, DC), January, 2012.
- Information Bombardment, Keynote Presentation, Spectra – Union Gas (Windsor, ON), November, 2011.
- 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.
- Leadership: Harnessing the power of knowledge worker productivity, Keynote Presentation, House of Commons – Procedural Services (Ottawa, ON), May, 2009.
- Crisis and Renewal: Leadership 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.
- Leadership: 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.

- 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, HRP AO (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 11<sup>th</sup> 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, HRPAAO (Toronto, ON), February, 2006.
- KM in long-term health care, Keynote, ICF 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 10<sup>th</sup> 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.
- Future workplace trends, Keynote, Workplace Institute (Tokyo, Japan), July, 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 Presentation, 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 Presentation, Jamaican Institute of Management (Ocho Rios, Jamaica), May, 1999.
- Framing Knowledge Management, Keynote Presentation, Knowledge Management Congress (Johannesburg, South Africa), March, 1999.
- Multiplying returns through intellectual capital, Keynote Presentation, World Trade Conferences (New York, NY), November, 1998.
- Multiplying returns through intellectual capital, Keynote Presentation, World Trade Conferences (London, UK), June, 1998.
- Intellectual capital: Deciphering the field, Keynote Presentation, Saratoga Institute Users Conference (Las Vegas, NV), October, 1997.
- Creating value through knowledge management, Keynote Presentation, ICM Conferences (Los Angeles, CA), October, 1997.

### **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, 1<sup>st</sup> World Congress on E-Commerce (Hamilton, ON), January, 2000.
- Software Pricing Structures in Electronic Commerce, 1<sup>st</sup> 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, 3<sup>rd</sup> 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, 2<sup>nd</sup> 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, 1<sup>st</sup> 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**

Strategy Area Recruitment Committee – <i>Chair</i>	2013 – <i>present</i>
Strategy Area Tenure & Promotion Committee – <i>Chair</i>	2013 – <i>present</i>
1PA0 Orientation to U/G Business – <i>Course Coordinator</i>	2008 – 2013
4PA3 Business Policy and Strategy – <i>Course Coordinator</i>	2001 – <i>present</i>
Marketing/Business Policy Area Table of Contents Project – <i>project leader</i>	1999 – 2001

#### **Faculty**

DeGroote EMBA Program Development Committee – <i>Area Representative</i>	2014 – <i>present</i>
Dean's Advisory Council – <i>Area Chair Representative</i>	2013 – <i>present</i>
DeGroote MBA Renewal Task Force – <i>Area Representative</i>	2015 – 2016
DeGroote U/G Program Development Committee – <i>Area Representative</i>	2013 – 2015
DeGroote Valedictorian Selection Committee – <i>Faculty member</i>	2005 – 2012
DeGroote Faculty Council – <i>U/G Director Representative</i>	2004 – 2012
DeGroote U/G Admissions Policy and Reviewing Committee – <i>Chair</i>	2004 – 2012
DeGroote U/G Curriculum Committee – <i>Chair</i>	2004 – 2012
Burlington Campus Learning Experience Committee – <i>Faculty Rep.</i>	2009



DeGroote MBA Games Advisory Board – <i>Faculty Rep.</i>	2007
DeGroote Faculty Research Committee – <i>member</i>	2004 – 2007
DeGroote Strategic Planning Task Force – <i>U/G Team Leader</i>	2004 – 2007
DeGroote Faculty Council – <i>Faculty Representative</i>	2002 – 2004
DeGroote Learning Technologies Committee – <i>Faculty Representative</i>	2002 – 2004
MINT Research Centre Operating Committee – <i>member</i>	2001 – 2004
DeGroote Dean’s Committee on Computing – <i>member</i>	2001 – 2003
DeGroote Business School Computing Advisory Committee – <i>member</i>	1998 – 2002
DeGroote School of Business Commerce HR Society – <i>faculty advisor</i>	1998 – 2001
DeGroote School of Business MBA HR Society – <i>faculty advisor</i>	1998 – 2001

### University

McMaster FHS Commercialization Accelerator Committee – <i>Faculty Rep.</i>	2013 – 2016
McMaster EMT Recruitment & Admissions Committee – <i>Faculty Rep.</i>	2010 – 2012
McMaster Innovation Park Research Advisory Committee – <i>Faculty Rep.</i>	2008 – 2012
President’s Teaching Awards Selection Committee – <i>Faculty Rep.</i>	2008 – 2012
McMaster Associate Deans Group – <i>member</i>	2004 – 2012
McMaster Enrolment Management Team – <i>member</i>	2004 – 2012
McMaster Curriculum & Admissions Committee – <i>member</i>	2004 – 2012
McMaster Certificates & Diploma Committee – <i>member</i>	2004 – 2012
McMaster Undergraduate Council – <i>executive committee</i>	2004 – 2012
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
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 (235)

Campbell, Morgan. (2016). Toronto FC is already winning big off the field, *Toronto Star*, November 29, 2016.

Davey, Mike. (2016). CARSTAR unites as '1' at 21st annual conference, *Collision Repair Magazine*, August 28, 2016.

MacLeod, Meredith. (2016). Lion’s Lair panel focuses on female entrepreneurs, *Hamilton Spectator*, May 24, 2016.

Fitz-enz, Jac. (2016). Interviewing Nick Bontis, *DrJacAnalytics.com*, March 16, 2016.

Milton, Steve. (2016). Serving up the nation’s best at Mac, *Hamilton Spectator*, March 8, 2016.

- Hughes, Rick. (2015). Passing on Olympic bid would be foolish for Hamilton, *CBC News*, July 27.
- Milton, Steve. (2015). Farewell Games ... Here come the Cats, *Hamilton Spectator*, July 27.
- Milton, Steve. (2015). The Pan Am dedicated dozen, *Hamilton Spectator*, July 25.
- La Rose, Lauren. (2015). Pet care in a click: Online services link pet owners with animal-loving sitters, *CTV News*, July 2.
- MacLeod, Meredith. (2015). The Summit: Things that we learned, *Hamilton Spectator*, June 3.
- Milton, Steve. (2015). Was that the future of sports in Hamilton we were watching? *Hamilton Spectator*, May 30.
- Meckbach, Greg. (2015). Apple Watch launch April 24 is biggest date insurance industry, *Canadian Underwriter*, April 17.
- Kreissl, Brian. (2015). Enhancing HR's credibility as a business function, *Canadian HR Reporter*, January 27.
- MacLeod, Meredith. (2014). Lion's Lair: Ranggo takes top spot, *Hamilton Spectator*, October 3.
- Paddon, Natalie. (2014). Brantford launches Smart City initiative, *Brant News*, September 18.
- Ball, Vincent. (2014). Now it's about time, *Brantford Expositor*, September 16.
- Campbell, Morgan. (2014). Labour Day Classic: Will delays blunt the economic impact of Hamilton's new stadium?, *Toronto Star*, September, 4.
- Augustyn, Dave. (2014). Solving problems with creativity, *bulletnewsniagara.ca*, May 12.
- Kiernan, John. (2014). Ask the experts: Making sense of dynamic pricing, *WalletHub.com*, April 16.
- Cruz, Joseph. (2014). Rx for success, *The Quarterly Profit*, March 17, 6-11.
- Bottjer, Steve. (2014). Canadian Soccer Association unveils strategic priorities for next four years, *Red Nation Online*, January 23.
- Bucholtz, Andrew. (2014). CSA's strategic plan solid, but 2026 World Cup bid has problems, *Yahoo Sports Network*, January 23.
- Davidson, Neil. (2014). Canada looks to host men's World Cup in 2026, *The Canadian Press*, January 23.
- Denette, Nathan. (2014). Searching for the soccer answer in Canada, CSA to release new blueprint, *The Canadian Press*, January 15.
- DeVos, Jason. (2013). CSA plan could mean big changes for the domestic game, *TSN.ca*, December 30.
- Yuen, John. (2013). The business of knowledge management, *HR Professional Magazine*, Nov/Dec, 32-35.
- Tucker, Erika. (2013). New ad against Verizon exposes Canadian telecom companies' worries, *Global News*, July 31.

- Hinkson, Kamila. (2013). Smartphones: Canadians increasingly attached to their mobile devices, *Toronto Star*, July 29.
- Nguyen, Linda. (2013). Loonie's dive will take a toll on cross-border shopping, vacations, *The Canadian Press*, June 24.
- Gillespie, Angus. (2013). Is there a lasting future for PCs in business?, *Canadian Business Journal*, Vol 6, No. 5, pp. 40-51.
- Tucker, Erika. (2013). Why do Canadians pay so much for cellphones and will this change?, *Global News*, March, 7.
- Mousavi, Sherry. (2013). Hamilton's Weever Apps involved in BB10 development, *YourHamiltonBiz.com*, January 30.
- Mousavi, Sherry. (2013). McMaster World Congress set for Feb. 5 and Feb. 6, *YourHamiltonBiz.com*, January, 23.
- Berton, Paul. (2012). United Way campaign hits halfway mark, *Hamilton Spectator*, November 30.
- Chapman, Julia. (2012). Lion's Lair: What did Hamilton learn from the innovation competition?, *CBC Hamilton*, October, 5.
- Chapman, Julia. (2012). Lion's Lair: Hay in a box comes out on top, *CBC Hamilton*, October 5.
- MacLeod, Meredith. (2012). Tidy Feeder cleans up at Lion's Lair, *Hamilton Spectator*, October 5.
- McGreal, Ryan. (2012). Lion's Lair showcases Hamilton entrepreneurs, *Raise The Hammer*, October 5.
- Parr, Pepper. (2012). United Way campaign gets off to a great start, *Burlington Post*, September 17.
- Hayes, Molly. (2012). United Way gets \$500,000 boost, *Hamilton Spectator*, September 17.
- Howard, Robert. (2012). Supporting United Way: A safe, smart bet, *Hamilton Spectator*, September 14.
- Shen, Anqi. (2012). Hamilton leads nation in new projects, *The Silhouette*, September 13.
- Grace Marr, Lisa. (2012). Time for entrepreneurs to show their pride, *Hamilton Spectator*, June 12.
- Infantry, Ashante. (2012). Facebook quietly rolls out another tool for advertisers, *Toronto Star*, May 31.
- Crosier, Steph. (2012). Upscale retirement facility set to rise in Burlington's core, *Hamilton Spectator*, May 24.
- Scallan, Niamh. (2012). SNC-Lavalin, RIM's reputation are taking a wallop. Here's why it matters, *Toronto Star*, May 3.
- Marr, Lisa Grace. (2012). Sharing the love with loveitalot.com, *Hamilton Spectator*, May 2.
- Lu, Vanessa. (2012). Air Canada's reset: Advice to help the airline straighten up and fly right, *Toronto Star*, April 20.

- Kelly, Tim. (2012). Prof urges you to use brains not bluster, *Burlington Post*, April 3.
- McIntyre, Ted. (2012). Staying in touch, off-site, *Biz Hamilton + Halton*, Q1, 46.
- Peters, Wendy. (2012). How you do business is changing fast, but so is the workplace, *Biz Hamilton + Halton*, Q1, 39-44.
- McNeil, Colin. (2012). More than just an iPad, *Hamilton Spectator*, January 18.
- Lu, Vanessa. (2011). 11 helpful resolutions for RIM, *Toronto Star*, December 15.
- 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.
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Apple launches new iPhone 6 and Apple Watch, *680 News* (Toronto, ON), September 9, 2014.

BlackBerry releases financial results, *680 News* (Toronto, ON), June 19, 2014.

35th Annual McMaster World Congress coming soon, **CHML 900** (Hamilton, ON), January 31, 2014.

CSA Strategic Plan, **CTV Soccer Central** (Toronto, ON), January 23, 2104.

BlackBerry CEO is gone, **680 News** (Toronto, ON), November 4, 2013.

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BlackBerry announces 40% layoffs, **CHML 900** (Hamilton, ON), September 23, 2013.

Twitter announces roadshow for IPO, **CHML 900** (Hamilton, ON), September 13, 2013.

Samsung launches Gear smartwatch, **680 News** (Toronto, ON), September 4, 2013.

Samsung to launch Gear smartwatch, **CHML 900** (Hamilton, ON), September 3, 2013.

Loonie's dive will take a toll on cross-border shopping, vacations, **1010 AM** (Toronto, ON), June 28, 2013.

BlackBerry Q10 results disappoint, **680 News** (Toronto, ON), June 28, 2013.

Loonie's dive will take a toll on cross-border shopping, vacations, **88.9 FM** (St. John, NB), June 25, 2013.

Loonie's dive will take a toll on cross-border shopping, vacations, **CKNW 980** (Vancouver, BC), June 24, 2013.

Loonie's dive will take a toll on cross-border shopping, vacations, **CFAX 1070** (Victoria, BC), June 24, 2013.

Loonie's dive will take a toll on cross-border shopping, vacations, **CHML 900** (Hamilton, ON), June 24, 2013.

CRTC announces maximum international roaming charges, **680 News** (Toronto, ON), June 3, 2013.

Strategizing at the Canadian Soccer Association, **Fan 590** (Toronto, ON), May 30, 2013.

BlackBerry announces BBM integration, **CHML 900** (Hamilton, ON), May 24, 2013.

BlackBerry announces Q5, **680 News** (Hamilton, ON), May 14, 2013.

BlackBerry launches Q10, **680 News** (Hamilton, ON), May 1, 2013.

BlackBerry counters claims of Z10 returns, **680 News** (Hamilton, ON), April, 12, 2013.

BlackBerry surprises with profit results, **CHML 900** (Hamilton, ON), March 28, 2013.

BlackBerry surprises with profit results, **680 News** (Toronto, ON), March 28, 2013.

Wearable computers and smart watches, **680 News** (Toronto, ON), February 11, 2013.

BlackBerry launches BB10, **680 News** (Toronto, ON), January, 31, 2013.

BlackBerry launches BB10, **680 News** (Toronto, ON), January, 30, 2013.

RIM to launch BB10, **CHML 900** (Hamilton, ON), January, 29, 2013.

Cyber Monday shopping, **CHML 900** (Hamilton, ON), November 26, 2012.

RIM to launch BB10 on January 30, *680 News* (Toronto, ON), November 12, 2012.

2012 Lion's Lair results, *CHML 900* (Hamilton, ON), October 5, 2012.

RIM results - slight increase in subscriber base, *680 News* (Toronto, ON), September, 28, 2012.

iPhone 5 is about to launch, *680 News* (Toronto, ON), September 11, 2012.

Microsoft announces Surface tablet, *680 News* (Toronto, ON), June 19, 2012.

Samsung leads with Galaxy III, *680 News* (Toronto, ON), June 12, 2012.

Facebook IPO is getting near, *94.7 FM* (Hamilton, ON), May 17, 2012.

Blackberry World conference highlights, *680 News* (Toronto, ON), May 1, 2012.

RIM results, *CHML 900* (Hamilton, ON), March 30, 2012.

RIM results, *680 News* (Toronto, ON), March 29, 2012.

SuperBowl advertisements, *CHML 900* (Hamilton, ON), February 3, 2012.

Hamilton Soccer Hall of Fame, *CHML 900* (Hamilton, ON), January 31, 2012.

RIM co-CEOs resign, *680 News* (Hamilton, ON), January 23, 2012.

RIM rumours of a take-over, *CHML 900* (Hamilton, ON), December 21, 2011.

RIM predictions for 2012, *680 News* (Toronto, ON), December 20, 2011.

RIM announces delay of QNX phones, *CHML 900* (Hamilton, ON), December 16, 2011.

RIM announces delay of QNX phones, *680 News* (Toronto, ON), December 15, 2011.

RIM launches BBX operating system, *680 News* (Toronto, ON), October 18, 2011.

RIM service outage, *680 News* (Toronto, ON), October 12, 2011.

Apple launches iPhone 4S, *CHML 900* (Toronto, ON), October 5, 2011.

RIM's PlayBook, *680 News* (Toronto, ON), September 29, 2011.

RIM results are poor, *680 News* (Toronto, ON), September 15, 2011.

Lion's Lair, *CHML 900* (Hamilton, ON), September 15, 2011.

Bell Mobility launches 4G network in Toronto and Hamilton, *CHML 900* (Hamilton, ON), September 14, 2011.

Social media during election campaign, *CKDO 107.7 FM* (Oshawa, ON), September, 8, 2011.

Twitter Twits, *CHML 900* (Hamilton, ON), June 22, 2011.

RIM moving forward, *680 News* (Toronto, ON), June 18, 2011.

RIM results disappoint, *680 News* (Toronto, ON), June 16, 2011.

Microsoft buys Skype, *580 CFRA* (Ottawa, ON), May 10, 2011.

RIM guidance is lowered, *680 News* (Toronto, ON), April 29, 2011.

Electronic voting, *CHML 900* (Hamilton, ON), April 27, 2011.

Tablet ebook readers, *CBC Radio One* (Toronto, ON), April 24, 2011.

RIM PlayBook launch, **94.7 Wave FM** (Hamilton, ON), April 19, 2011.

Book: Information bombardment, **CHML 900** (Hamilton, ON), April 18, 2011.

Book: Information bombardment, **CHML 900** (Hamilton, ON), April 14, 2011.

Federal campaign and Web 2.0, **CHML 900** (Hamilton, ON), April 2, 2011.

Usage-based billing uproar, **680 News** (Toronto, ON), February 3, 2011.

Uploading fight videos on YouTube, **CHML 900** (Hamilton, ON), January 21, 2011.

Uploading fight videos on YouTube, **CHML 900** (Hamilton, ON), January 21, 2011.

RIM results, **680 News** (Toronto, ON), December 16, 2010.

Facebook launches email, **CHML 900** (Hamilton, ON), November 16, 2010.

Facebook launches email, **94.7 WAVE** (Hamilton, ON), November 16, 2010.

Hamilton municipal elections, **CHML 900** (Hamilton, ON), October 26, 2010.

eBooks take off, **CHML 900** (Hamilton, ON), October 12, 2010.

RIM announces PlayBook, **CHML 900** (Hamilton, ON), September 28, 2010.

RIM announces PlayBook, **94.7 WAVE** (Hamilton, ON), September 28, 2010.

RIM announces PlayBook, **680 News** (Toronto, ON), September 27, 2010.

BlackBerry Torch launch is delayed, **680 News** (Toronto, ON), September 24, 2010.

RIM losing ground, **CHML 900** (Hamilton, ON), September 16, 2010.

Smartphones in the classroom, **CHML 900** (Hamilton, ON), September 15, 2010.

Track & Field PanAm event moved to York U., **CBC Radio 1** (Toronto, ON), August 24, 2010.

Track & Field PanAm event moved to York U., **CHML 900** (Hamilton, ON), August 24, 2010.

Hamilton Economic Summit, **CHML 900** (Hamilton, ON), May 18, 2010.

Boobquake, **CHML 900** (Hamilton, ON), April 27, 2010

Controversial Tiger - Earl Woods Nike TV commercial, **CHML 900** (Hamilton, ON), April 8, 2010

Impact of the 2010 Vancouver Olympics, **CBC Radio** (Toronto, ON), March 2, 2010.

Impact of the 2010 Vancouver Olympics, **770 CHQR** (Calgary, AB), March 2, 2010.

Impact of the 2010 Vancouver Olympics, **AM 980** (London, ON), March 2, 2010.

Impact of the 2010 Vancouver Olympics, **CBC Radio** (Calgary, AB), March 2, 2010.

Impact of the 2010 Vancouver Olympics, **CKLW 800** (Windsor, ON), March 2, 2010.

Impact of the 2010 Vancouver Olympics, **660 News** (Calgary, AB), March 1, 2010.

Impact of the 2010 Vancouver Olympics, **CHAM 820** (Hamilton, ON), March 1, 2010.

Impact of the 2010 Vancouver Olympics, **CFAX 1070** (Victoria, BC), March 1, 2010.

Impact of the 2010 Vancouver Olympics, **CKTB 610** (St. Catharines, ON), March 1, 2010.

Impact of the 2010 Vancouver Olympics, *CHML 900* (Hamilton, ON), March 1, 2010.

Impact of the 2010 Vancouver Olympics, *CHML 900* (Hamilton, ON), February 27, 2010.

Tiger Woods issues an apology during press conference, *CHML 900* (Hamilton, ON), February 19, 2010.

Who will carry the torch and light the Olympic cauldron?, *CHML 900* (Hamilton, ON), February 11, 2010.

Business of the Olympics, *CHML 900* (Hamilton, ON), February 10, 2010.

Bontis runs in Olympic Torch Relay, *CHML 900* (Hamilton, ON), December 21, 2009.

Tiger Woods in trouble, *CHML 900* (Hamilton, ON), December 2, 2009.

Bell's HSPA network launch, *CHML 900* (Hamilton, ON), November 3, 2009.

Bontis win's OCUFA award, *CHAM 820* (Hamilton, ON), September 8, 2009.

Swine Flu economic impact, *CFAX 1070* (Victoria, BC), April 28, 2009.

Facebook and Twitter for Business, *CHML 900* (Hamilton, ON), March 13, 2009.

BlackBerry etiquette, *CJOB AM* (Winnipeg, MB), February 26, 2009.

3M National Teaching Award, *CHAM 820* (Hamilton, ON), February 6, 2009.

Obama's BlackBerry, *CHML 900* (Hamilton, ON), January 23, 2009.

Obama's BlackBerry, *CFRB 1010* (Toronto, ON), January 13, 2009.

Obama's BlackBerry, *CHAM 820* (Hamilton, ON), January 12, 2009.

Obama's BlackBerry, *CHML 900* (Hamilton, ON), January 12, 2009.

Economic crime prevention, *CHML 900* (Hamilton, ON), January 9, 2009.

Student-centred, research -intensive teaching, *CFMU 93.3* (Hamilton, ON), October, 29, 2008.

RIM launches BlackBerry Storm, *CHML 900* (Hamilton, ON), October 14, 2008.

RIM launches BlackBerry Storm, *CHML 900* (Hamilton, ON), October 8, 2008.

RIM launches BlackBerry Storm, *Wave 94.7* (Hamilton, ON), October 8, 2008.

RIM launches BlackBerry Storm, *1130 AM* (Vancouver, BC), October 8, 2008.

iPhone launches in Canada, *Wave FM 94.7* (Hamilton, ON), July 10, 2008.

iPhone launches in Canada, *CHML AM 900* (Hamilton, ON), July 10, 2008.

iPhone launches in Canada, *CJAD AM 800* (Montreal, PQ), July 10, 2008.

iPhone launches in Canada, *Klite FM 102.9* (Hamilton, ON), July 10, 2008.

Charge to receive text messages, *AM 640* (Toronto, ON), July 8, 2008.

ILoveBlow.com, CBC Radio *AM 570* (Whitehorse, YK), May 7, 2008.

ILoveBlow.com, CBC Radio *FM 99.9* (Sudbury, ON), May 7, 2008.

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ILoveBlow.com, CBC Radio **FM 89.3** (Winnipeg, MB), May 7, 2008.

ILoveBlow.com, CBC Radio **FM 99.1** (Toronto, ON), May 7, 2008.

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ILoveBlow.com, CBC Radio **FM 93.5** (London, ON), May 7, 2008.

Rogers sings deal for iPhone, **AM 640** (Toronto, ON), April 29, 2008.

Fraud on Craigslist.org, **AM 640** (Toronto, ON), March 27, 2008.

TVO Ontario's Top Prof, **CHML 900** (Hamilton, ON), March 10, 2008.

TVO Ontario's Top Prof, **CKLH FM 102.9** (Hamilton, ON), February 26, 2008.

TVO Ontario's Top Prof, **CHML 900** (Hamilton, ON), February 25, 2008.

SuperBowl TV commercials, **CKNW AM980** (Vancouver, ON), February 1, 2008.

McMaster World Congress, **CHML 900** (Hamilton, ON), January 9, 2008.

Weight conditions on sports contracts, **CHML 900** (Hamilton, ON), November 7, 2007.

iPhone vs. BlackBerry, **CHML 900** (Hamilton, ON), June 27, 2007.

Synergy Camp, **CHML 900** (Hamilton, ON), June 26, 2007.

BlackBerry outage, **CHML 900** (Hamilton, ON), April 19, 2007.

BlackBerry outage, **CFRA 580** (Ottawa, ON), April, 18, 2007.

KKR and BCE, **CBC Radio** (Toronto, ON), March 29, 2007.

Wireless number portability, **CHML 900** (Hamilton, ON), March 14, 2007.

SuperBowl TV commercials, **CKNW 980** (Vancouver, ON), February 4, 2007

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SuperBowl TV commercials, **CFRB 1010** (Toronto, ON), February 2, 2007

SuperBowl TV commercials, **CJOB AM** (Winnipeg, MB), February 2, 2007

Text messaging research, **CHML 900** (Hamilton, ON), January 31, 2007

Text messaging research, **CJOB AM** (Winnipeg, MB), January 31, 2007

Text messaging research, **K-Lite 102.0 FM** (Hamilton, ON), January 31, 2007

David Beckham signs \$250 million contract, **CHML 900** (Hamilton, ON), January 12, 2007.

Sony PlayStation 3, **Wave 94.7 FM** (Hamilton, ON), November 16, 2006.

Sony PlayStation 3, **CFRB 1010** (Toronto, ON), November 16, 2006.

Sony PlayStation 3, **CHML 900** (Hamilton, ON), November 16, 2006.

Succession planning and exit interviews, **Z99 FM** (Red Deer, Alberta), October 18, 2006

Paperless Course, **CHML 900** (Hamilton, ON), August, 2001.

IntraKnexa, **CHML 900** (Hamilton, ON), April, 2001.

World Congress, **CHML 900** (Hamilton, ON), Jan, 2001.

Knowledge era workplace environments, *ABC Radio* (Sydney, Australia), May, 2000.

Knexa.com, *CKNW Radio* (Vancouver, BC), May, 2000.

Human capital, *Argentina Management Radio* (Buenos Aires, Argentina), April, 2000.

Knowledge management techniques, *CFMU Radio* (Hamilton, ON), October, 1999.

Intellectual capital metrics, *Jamaica National Radio* (Ocho Rios, Jamaica), May, 1999.

Intellectual capital metrics, *South African Business Radio* (Johannesburg, South Africa), March, 1999.