Contents

List of Figures List of Tables List of Contributors	xi xiii xv
 Researching Professional Service Firms: An Introduction and Overview Laura Empson, Daniel Muzio, Joseph P. Broschak, and Bob Hinings 	1
PART I PROFESSIONAL SERVICE FIRMS IN CONTEXT	
2. Theoretical Perspectives on the Professions Roy Suddaby and Daniel Muzio	25
3. Dynamics of Regulation of Professional Service Firms: National and Transnational Developments SIGRID QUACK AND ELKE SCHÜßLER	48
4. Internationalization of Professional Service Firms: Drivers, Forms, and Outcomes MEHDI BOUSSEBAA AND GLENN MORGAN	71
5. Organizations and Occupations: Towards Hybrid Professionalism in Professional Service Firms? IAN KIRKPATRICK AND MIRKO NOORDEGRAAF	92
6. Professional Ethics: Origins, Applications, and Developments RONIT DINOVITZER, HUGH GUNZ, AND SALLY GUNZ	113
7. Sources of Homogeneity and Heterogeneity across Professional Services ANDREW VON NORDENFLYCHT, NAMRATA MALHOTRA, AND TIMOTHY MORRIS	135

PART II PROFESSIONAL SERVICE FIRMS: MANAGEMENT AND ORGANIZATION

8.	Leadership and Professionals: Multiple Manifestations of Influence in Professional Service Firms LAURA EMPSON AND ANN LANGLEY	163
9.	Governance in Professional Service Firms: From Structural and Cultural to Legal Normative Views HUSEYIN LEBLEBICI AND PETER D. SHERER	189
10.	Strategy and Strategic Alignment in Professional Service Firms JOHN MAWDSLEY AND DEEPAK SOMAYA	213
11.	Service Innovation in Professional Service Firms: A Review and Future Research Directions MICHAEL BARRETT AND BOB HININGS	238
12.	Entrepreneurship and Professional Service Firms MARKUS REIHLEN AND ANDREAS WERR	255
13.	Marketing and Reputation within Professional Service Firms WILLIAM S. HARVEY AND VINCENT-WAYNE MITCHELL	279
14.	Client Relationships in Professional Service Firms Јоѕерн Р. Вкоѕснак	304
15.	Outsourcing and Offshoring of Professional Services Mari Sako	327
	PART III PROFESSIONAL SERVICE FIRMS: INDIVIDUALS AND INTERACTIONS	
16.	Interplay of Professional, Bureaucratic, and Entrepreneurial Career Forms in Professional Service Firms LAURIE COHEN	351
17.	Teamwork and Collaboration in Professional Service Firms: Evolution, Challenges, and Opportunities HEIDI K. GARDNER	374

18.	Professional Service Firms and Identity Mats Alvesson, Dan Kärreman, and Kate Sullivan	403
19.	Knowledge and Learning in Professional Service Firms JAMES FAULCONBRIDGE	425
20.	Diversity and Inclusion in Professional Service Firms HILARY SOMMERLAD AND LOUISE ASHLEY	452
21.	Strategic Human Resource Management and Performance Management in Professional Service Firms JUANI SWART, NINA KATRIN HANSEN, AND NICHOLAS KINNIE	476
Ind	ex	503