



David E. Bowen, Ph.D. G. Robert & Katherine Herberger Chair in Global Management



Areas of Expertise:

- **Organizational behavior issues in service firms**
- **Cross-cultural issues in service delivery**
- **Managing the customer's role in service delivery**
- **Strategic human resource management**
- **Effectiveness of human resource management staffs**
- **International human resource management practices**

About Thunderbird:

Thunderbird is the world's No. 1-ranked school of international business with more than 65 years of experience in developing leaders with the global mindset, business skills and social responsibility necessary to create real, sustainable value for their organizations, communities and the world. Dedicated to preparing students to be global leaders and committed global citizens, Thunderbird was the first graduate business school to adopt an official Professional Oath of Honor.

For more about Dr. Bowen, visit www.thunderbird.edu/knowledgenetwork.

www.thunderbird.edu/globalmindset

Dr. Bowen is the G. Robert & Katherine Herberger Chair in Global Management. He also served as Thunderbird's Dean of Faculty and Programs from 2001 through 2005, and Chief Academic Officer and Dean from 2008 through 2012. Previously he was on the faculty at Arizona State University (West), where he also served as the Director of Faculty Development, and at the University of Southern California. In addition, he has lectured at INSEAD, Fontainebleau, France; Stockholm University; University of Ghent, Belgium; and University College, Dublin, Ireland and taught in Thunderbird executive education programs in Taipei, Prague, Sao Paulo, Geneva, and Paris.

His most recent research focuses on "Global Mindset" and global leadership. He recently co-authored, "The Role of Global Mindset in Leading Change in International Contexts" in the *Journal of Applied Behavioral Science*, 2009. He is collaborating on analyzing data on the correlates of global mindset.

Dr. Bowen has also done considerable research and consulting on how organizational behavior and human resources issues influence employee and customer satisfaction. For example, his published work includes: the co-authored book, "Winning the Service Game," Harvard Business School Press, published in four languages; several articles in *Sloan Management Review*; and many scholarly service management articles in the top journals in his discipline. In 2008, David received the "Christopher Lovelock Career Contributions to the Services Discipline Award" from the American Marketing Association.

Additionally, he studies the linkage between human resource management practices and organizational effectiveness. His co-authored article, "Understanding HRM-Firm Performance Linkages: the Role of the 'Strength' of the HRM System" in the *Academy of Management Review* was honored at the 2005 National Academy of Management meeting as the "best article" published on HRM in 2004. His co-authored article, "The Management of Organizational Justice" received the paper of the year award, in *Academy of Management Perspectives*, at the 2008 National Academy of Management meeting.

David received his Ph.D. in Business Administration (1983) and his MBA (1977) from Michigan State University. His B.A. (1973) is from Alma College, Alma, Michigan.