

DOUGLAS AUSTROM, PH.D.

Turning Point Associates, Inc. 32 East Washington Street, Suite. 1050, Indianapolis, IN 46204, 317.633.8745, 317.633.8748 (fax)

PROFESSIONAL EXPERIENCE:

1986-Present

Principal, Turning Point Associates

Co-founder and owner of an organizational consulting firm specializing in strategy implementation, culture change, business process, work and organizational redesign, and customer focus. Assisted clients in the United States, Latin America, and Europe including Eli Lilly and Co, Boehringer Mannheim, Sterling Winthrop, E. Merck Pharmaceuticals, Sandoz Pharmaceuticals, Astra Pharmaceuticals, Wyeth Ayerst Research, The Nature Conservancy, Indianapolis Symphony, Rolls Royce plc, Delco Remy International, Resort Condominiums International, DowElanco, KFC Corporation, AT&T, BAA plc, AdminaStar Federal, Acordia, Indiana Bell, and Westvaco.

Consulting projects and professional experience include ...

Culture change, leadership development, survey/interview feedback, and team building in a variety of staff and line units of Fortune 500 companies.

Change and transition management for a rapidly growing service business.

Strategic planning for a variety of organizations and business units including service businesses, global manufacturers, IT groups, and several not-for-profits including a major symphony orchestra.

Executive/leadership team development including team chartering, role clarification, and individual feedback for several clients.

Executive leadership assessment for an R & D senior executive team including creating a customized 360° feedback instrument.

Alliance management, joint business planning and governance chartering between a pharmaceutical firm and several of its preferred suppliers.

Process reengineering to reduce product development time for several pharmaceutical firms.

Merger integration (customer focus, organization design, and culture change) for a joint-venture in the agricultural chemical industry.

Cross-functional process redesign in manufacturing, product development and facilities management units in Fortune 200 companies.

Faculty member and program coordinator for several Indiana University Executive Education Programs, Kelley School of Business.

Award winning instructor in the Certified Professional Manufacturers Representatives program at Indiana and Arizona State Universities and keynote speaker at a number of professional and trade associations on issues of leadership, change and customer focus.

1985-1990

Assistant Professor, Graduate School of Business, Indiana University

Taught undergraduate, MBA, and Executive MBA courses in management, organizational behavior, organizational theory, employee motivation, and organizational change. Received several teaching awards in both the MBA and undergraduate programs.

Led executive development workshops on customer focus, team building, the organization of the future and the new leadership.

Conducted research on multi-level organizational collaboration, paradigm shifting, and quality of working life issues.

Authored a book and numerous articles and conference presentations including a Best Paper award from the Academy of Management.

1982-1985

Consultant, York University Quality of Working Life Center.

This Center, under the guidance of Eric Trist, helped private and public sector institutions implement employee and citizen involvement programs, search conferences, and self-directed work teams. Clients included the Town of Dundas, Ontario, and Penberthy. Co-facilitated a search conference for the Promote Welland Task Force.

1982-1985

Assistant Professor, School of Administrative Studies, Brock University (St. Catharines, Ontario)

Taught undergraduate courses in organizational behavior and theory, organizational change, and research methods in HR.

1983-1985

Instructor, Faculty of Environmental Studies, York University

Taught graduate courses in quality of working life, sociotechnical systems, employee involvement and work redesign.

EDUCATION:

Ph.D. in Social Psychology, York University, 1982.

Received several undergraduate, graduate, and postdoctoral scholarships and fellowships from the Canada Council, Social Sciences and Humanities Council of Canada, Ontario Graduate Student Scholarship, and York University Senate.

Master of Arts, York University, 1976.

Honours Bachelor of Arts, University of Waterloo, 1974.

**PROFESSIONAL
AFFILIATIONS:**

Academy of Management, Sociotechnical Systems Roundtable, Mankind Project, and the World Future Society

OTHER:

Married to Mary Guerriero Austrom, Ph.D. Clinical Professor, Indiana University's School of Medicine and father of five growing children: Jon Anthony (15), Dougie (13), Philip (11), Katia (8), and Sofia (6).

Selected to the Ontario Provincial Rugby Team (1980-1983). Played on rugby teams that won a Canadian national championship (1982), Ontario provincial championships (1977, 1978, 1983), and Indiana-Kentucky state championship (1985).