Access to Experts

Eric Lesser , Research Director and North American Leader , IBM Institute for Business Value

Eric Lesser is the Research Director and North American Leader for the IBM Institute for Business Value. He is responsible for a global team of over 50 professionals responsible for driving IBM's research and thought leadership on strategic business issues.

Previously, he led IBM Global Business Services' research and thought leadership in the area of human capital management. His research and consulting has focused on a variety of issues, including workforce and talent management, knowledge management and collaboration, and the changing role of the HR organization. As a consultant, he has worked with clients in the financial services, legal, technology and government sectors on a number of knowledge and organization change issues.

Mr. Lesser speaks frequently on a range of human capital topics and has edited (with Laurence Prusak) *Creating Value with Knowledge: Insights from the IBM Institute for Business Value*, published by Oxford University Press in 2003. He has also edited *Knowledge and Social Capital* and co-edited *Knowledge and Communities*, both published by Butterworth-Heinemann in 2000. Mr. Lesser has also written numerous articles, including "The Talent Management Value Proposition" (*International Human Resources Information Management Journal*, October 2008), "Closing the Generational Gap" (*Training and Development*, May 2007), and "Management Competencies for Successful Learning: The Integrated Role of Learning and HR" (*Chief Learning Officer*, October 2006).

Prior to joining IBM, Mr. Lesser was a consultant with Mercer Consulting Group, where he worked for Mercer Management Consulting and William M. Mercer's Health Care Provider Consulting practice. While at Mercer, he served as a project manager and lead consultant on a number of assignments, including reengineering, new product development, organization strategy and design, and change management efforts. Prior to joining Mercer, Mr. Lesser worked as a consultant for Andersen Consulting in its Change Management practice.

Mr. Lesser received his MBA from Emory University, where he was a Robert W. Woodruff Fellow. He graduated summa cum laude from Brandeis University in Economics. Mr. Lesser has also studied at the London School of Economics and Political Science. He is a member of Phi Beta Kappa and Beta Gamma Sigma.

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