

Access to Experts



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Eric Lesser is the Research Director and North American Leader for the IBM Institute for Business Value (IBV). He leads a global team of over 50 professionals responsible for driving IBM's research and thought leadership across a range of industry and cross-industry topics. In addition to setting direction and providing oversight across the IBV research portfolio, his most recent publications have focused on the impact of analytics, workforce and human capital issues, social business and enterprise mobility.

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

Mr. Lesser has co-authored *Calculating Success: How the New Workplace Analytics Will Revitalize Your Organization* (Harvard Business Review Press, 2012). He has also edited (with Laurence Prusak) *Creating Value with Knowledge: Insights from the IBM Institute for Business Value* (2003). He also edited *Knowledge and Social Capital* and co-edited *Knowledge and Communities* (2000). He has written numerous articles for publications such as the *Sloan Management Review*, *The Academy of Management Executive*, the *International Human Resources Information Management Journal*, and the *Journal of Business Strategy*. He has been quoted in numerous publications, including *The Wall Street Journal*, *BusinessWeek*, the *Financial Times*, *USA Today* and the *Chicago Tribune*, and has appeared on *Fox Business News*, *BBC News*, and *CBC Newsworld*. He speaks frequently on a variety of human capital topics.

Mr. Lesser received his MBA from Emory University, where he was a Robert W. Woodruff Fellow. He graduated summa cum laude from Brandeis University with a BA in Economics. He has also studied at the London School of Economics.

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